

Agency Performance Metrics - 2006 2nd Quarter

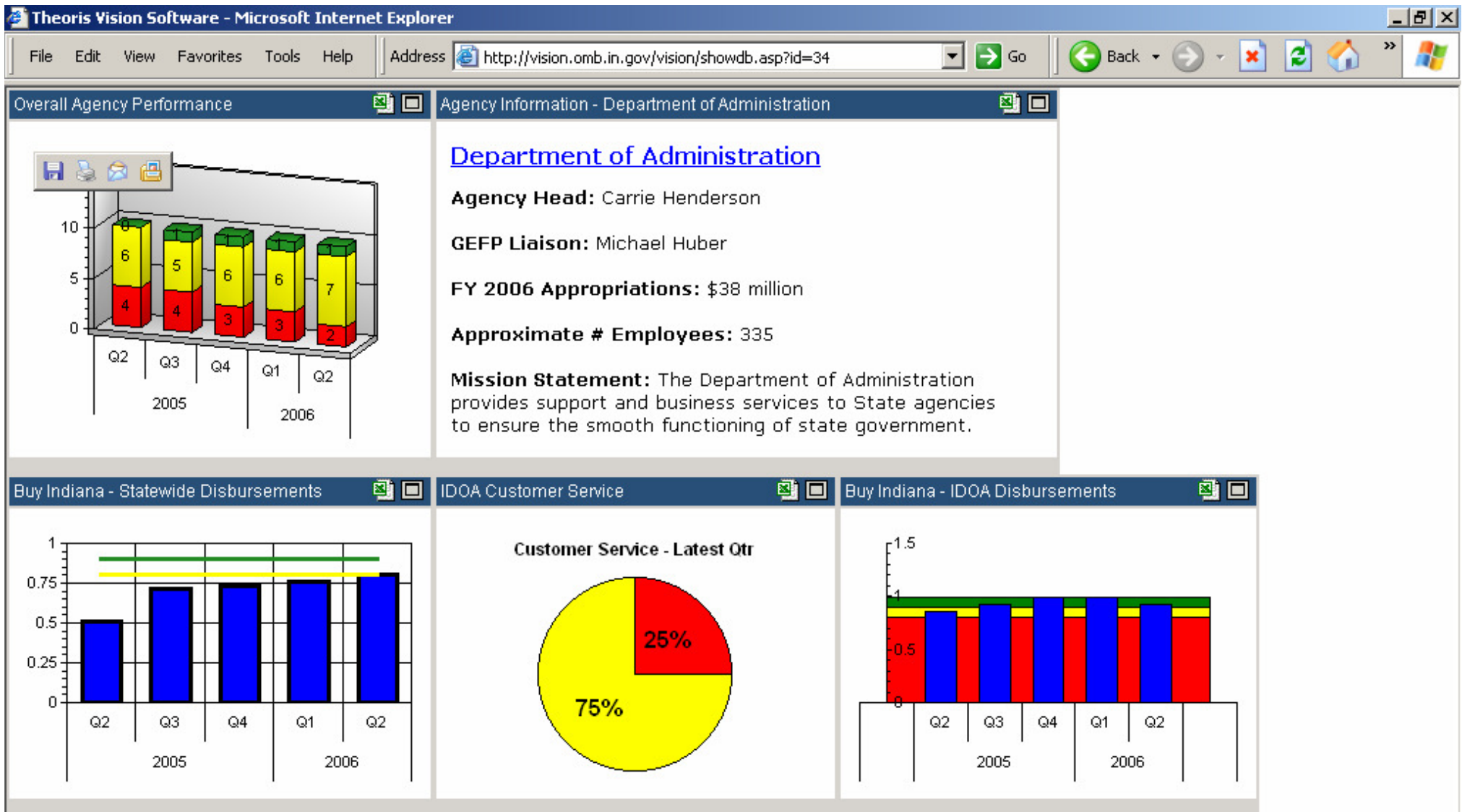
The following pages display performance measures for 36 Indiana state agencies from January – June 2006. Beginning in 2005, state agencies developed performance measures linked to their core mission and established aggressive performance targets for each measure. For each measure, a **Green** rating represents superior performance. **Yellow** represents performance in need of improvement. **Red** represents unsatisfactory performance; the agency is urgently working to remediate the problem.

Agencies have grouped their metrics into three categories. **Customer Service** measures, **Efficiency** measures, and **Program Performance** measures. On the following pages you will see that many agencies use six or fewer agency-wide metrics presented all on one page, mostly in bar-chart format. Other agencies (for example, agencies with numerous Customer Service measures) may group their measures by category and summarize category results using a pie graph.

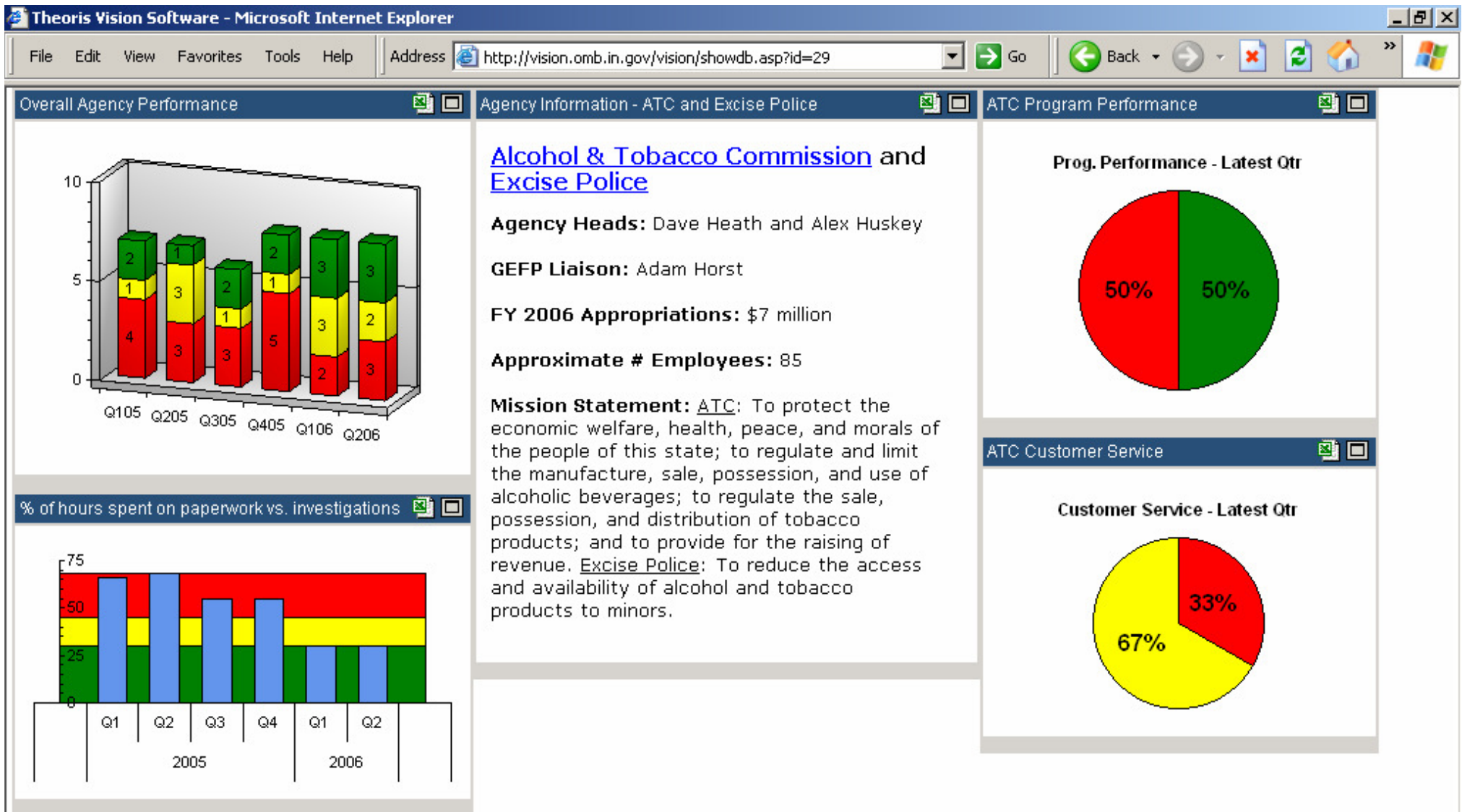
The format of the January-June 2006 performance measures has changed from previous editions. The Office of Management and Budget's "dashboard" software (developed by an Indiana company) enables the graphic display of agency performance measures so that Hoosiers may track state government's performance over time.

While state agencies have made notable improvements over the past 18 months, there still exists significant room for improvement. Currently 64% of reported measures have red or yellow results. Compare this with six months ago, when the percentage of red or yellow results was 73%, and one year ago when the percentage was 87%. For some measures, it may take years of effort to "get to green," but this is consistent with Governor Daniels' demand that agencies measure themselves against the highest performance standards.

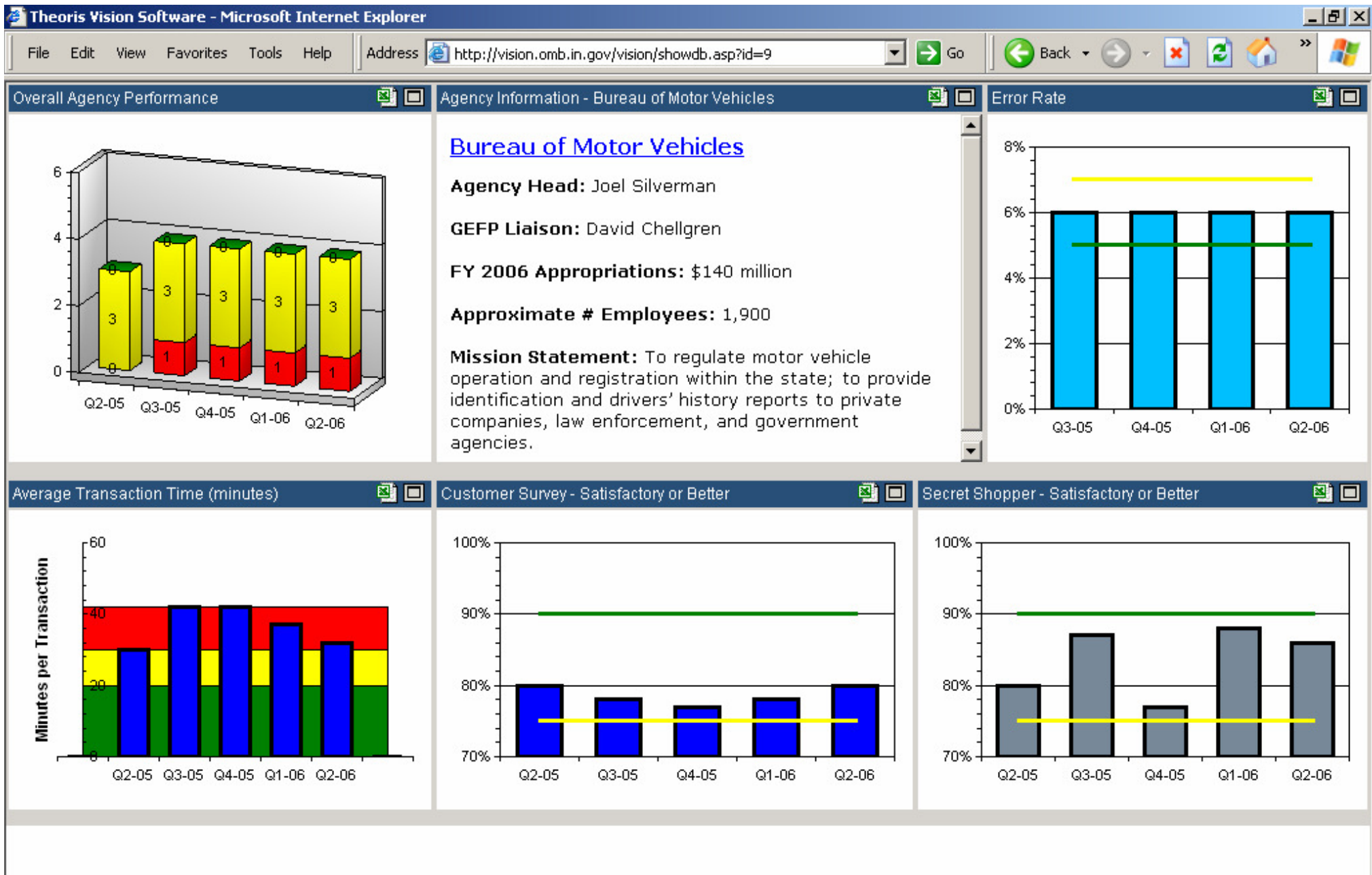
Department of Administration



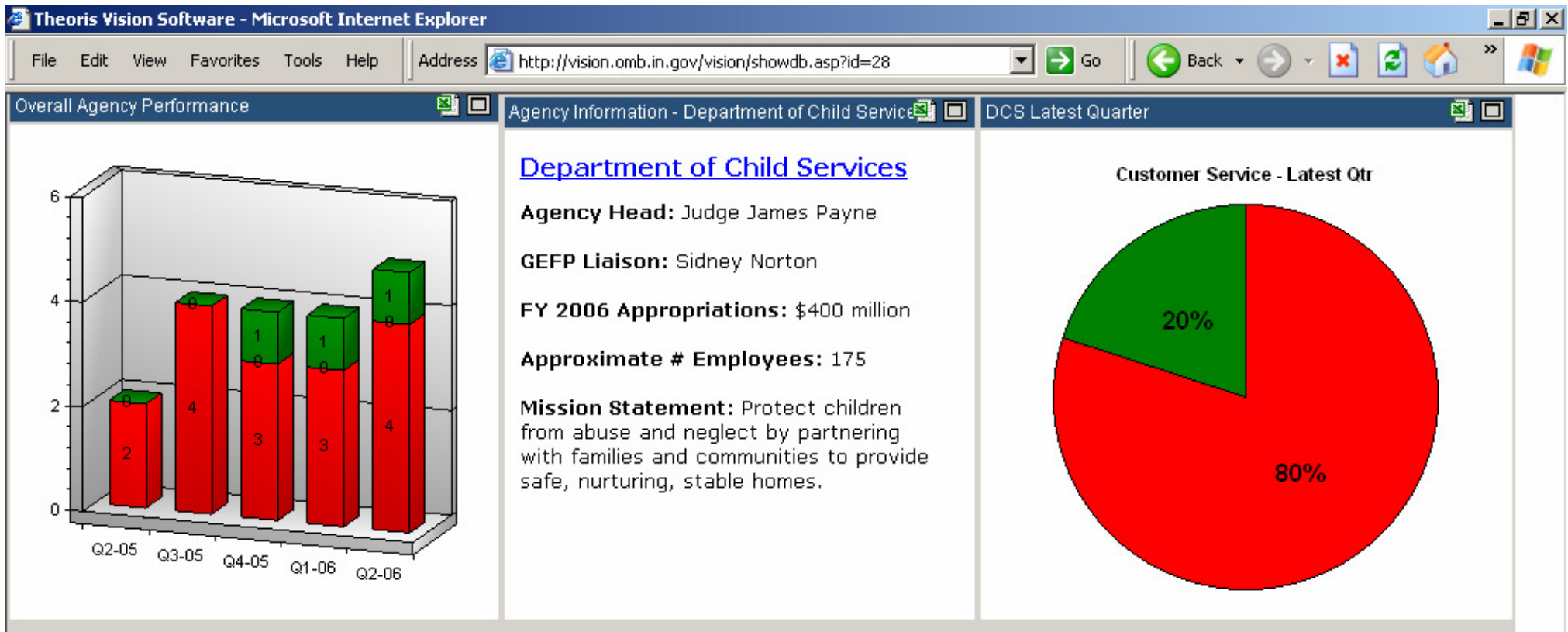
Alcohol & Tobacco Commission and Excise Police



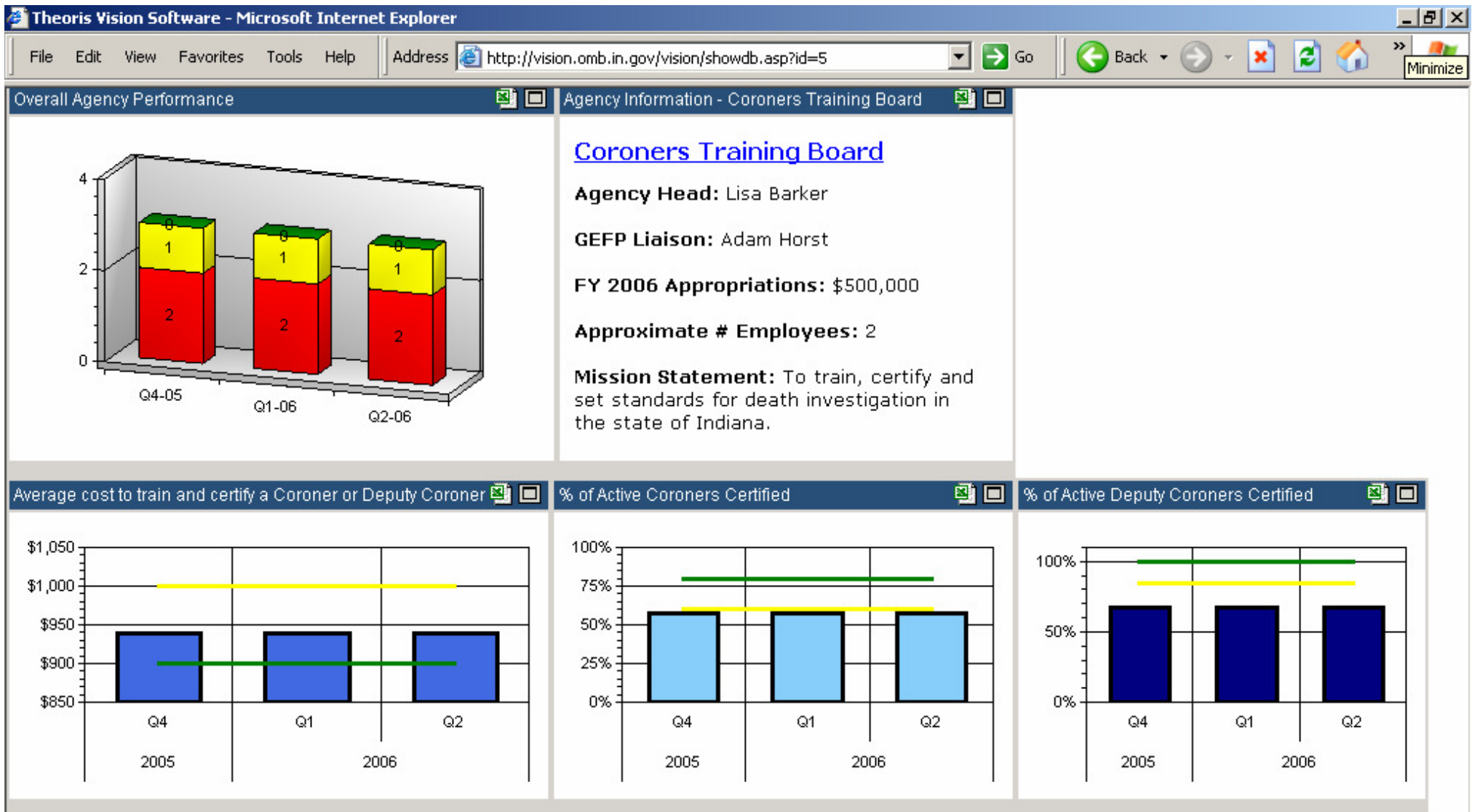
Bureau of Motor Vehicles



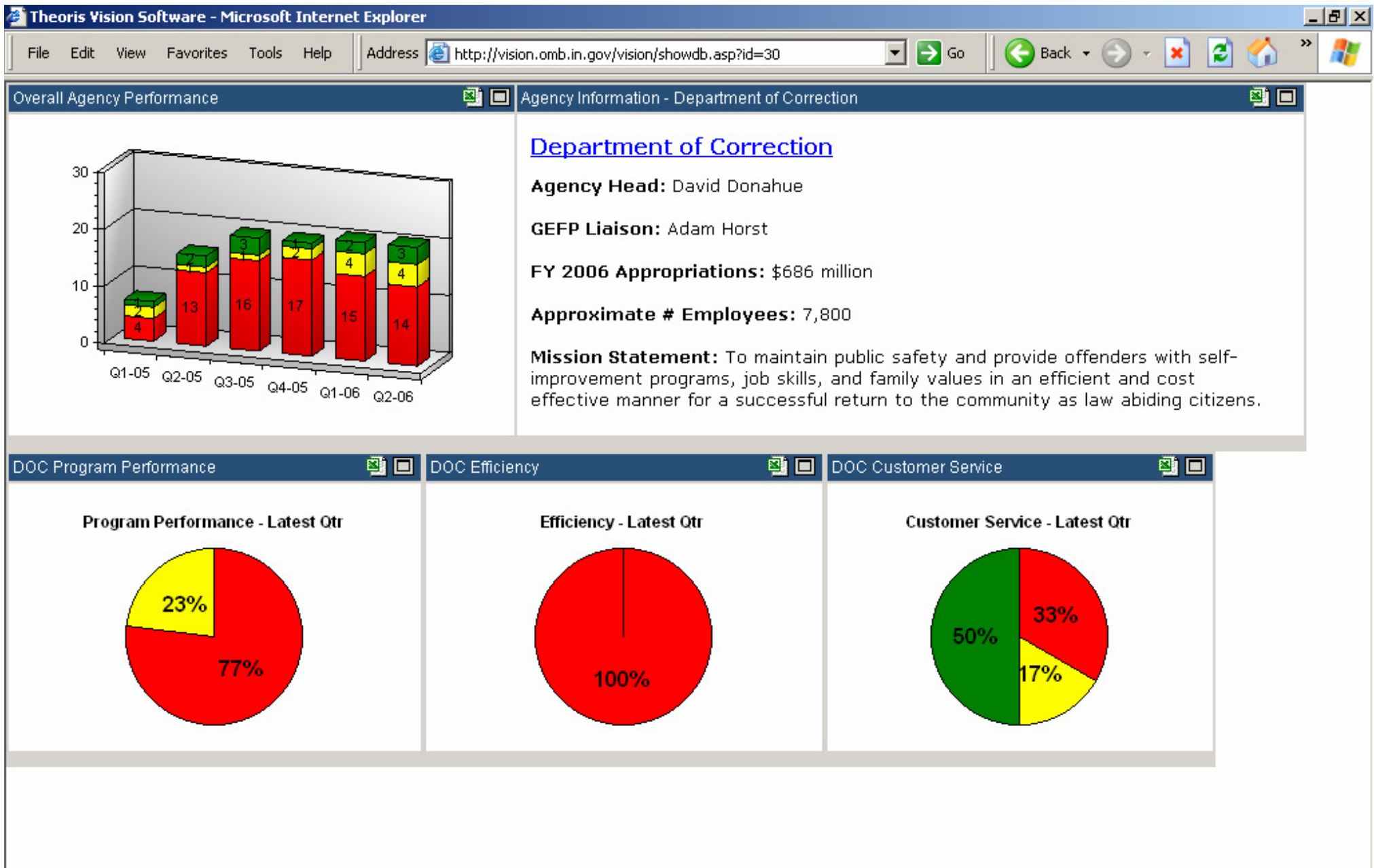
Department of Child Services



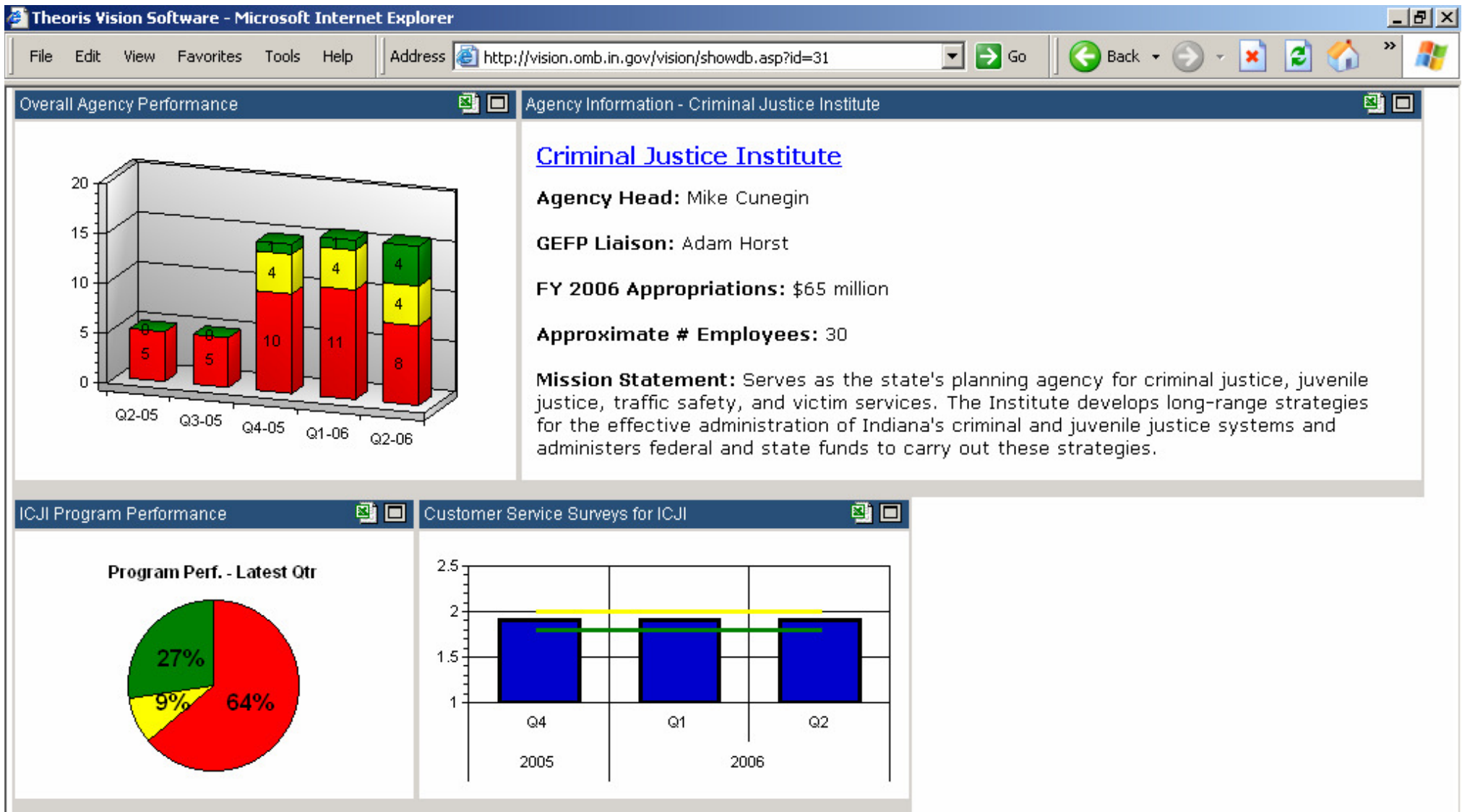
Coroners Training Board



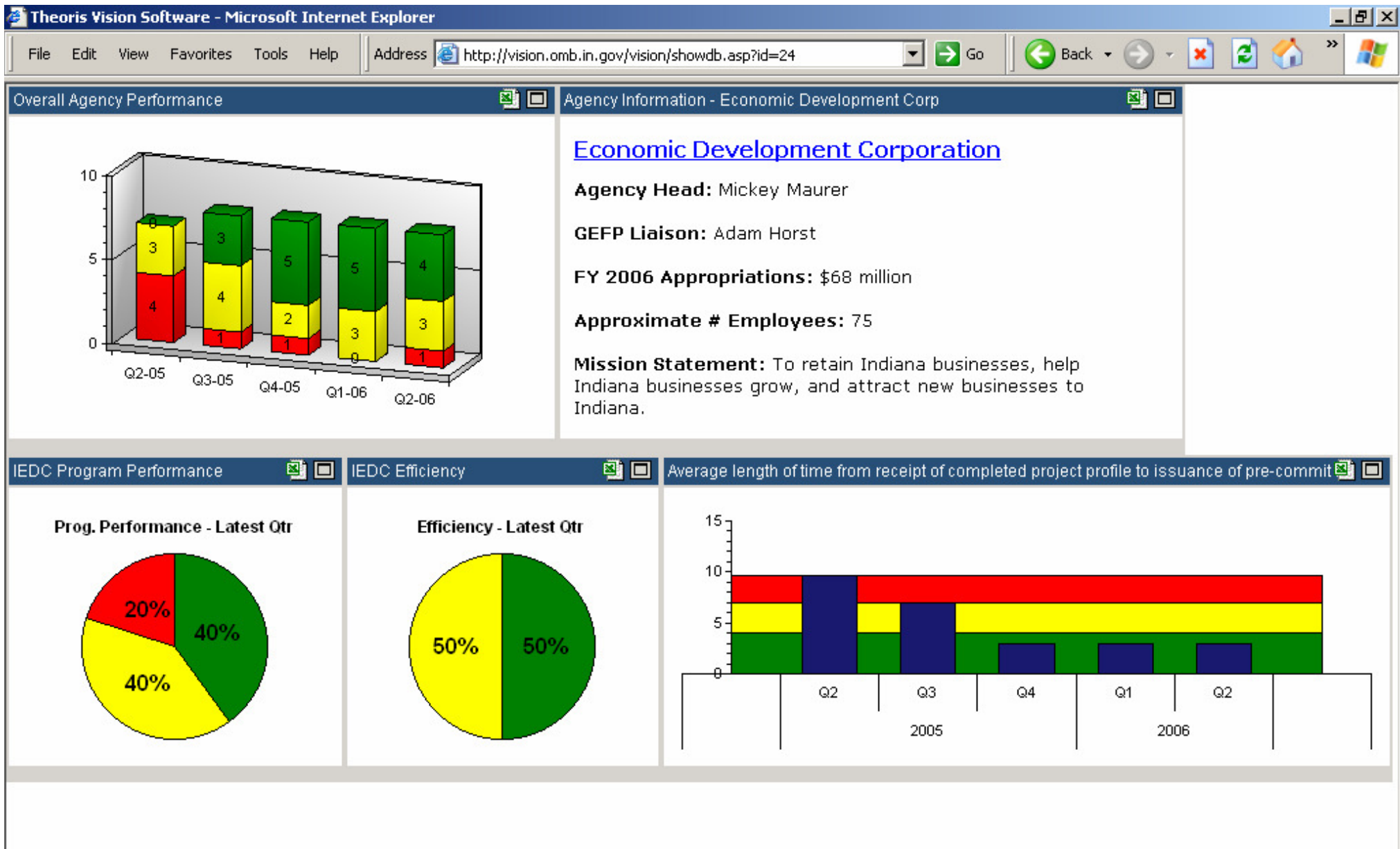
Department of Correction



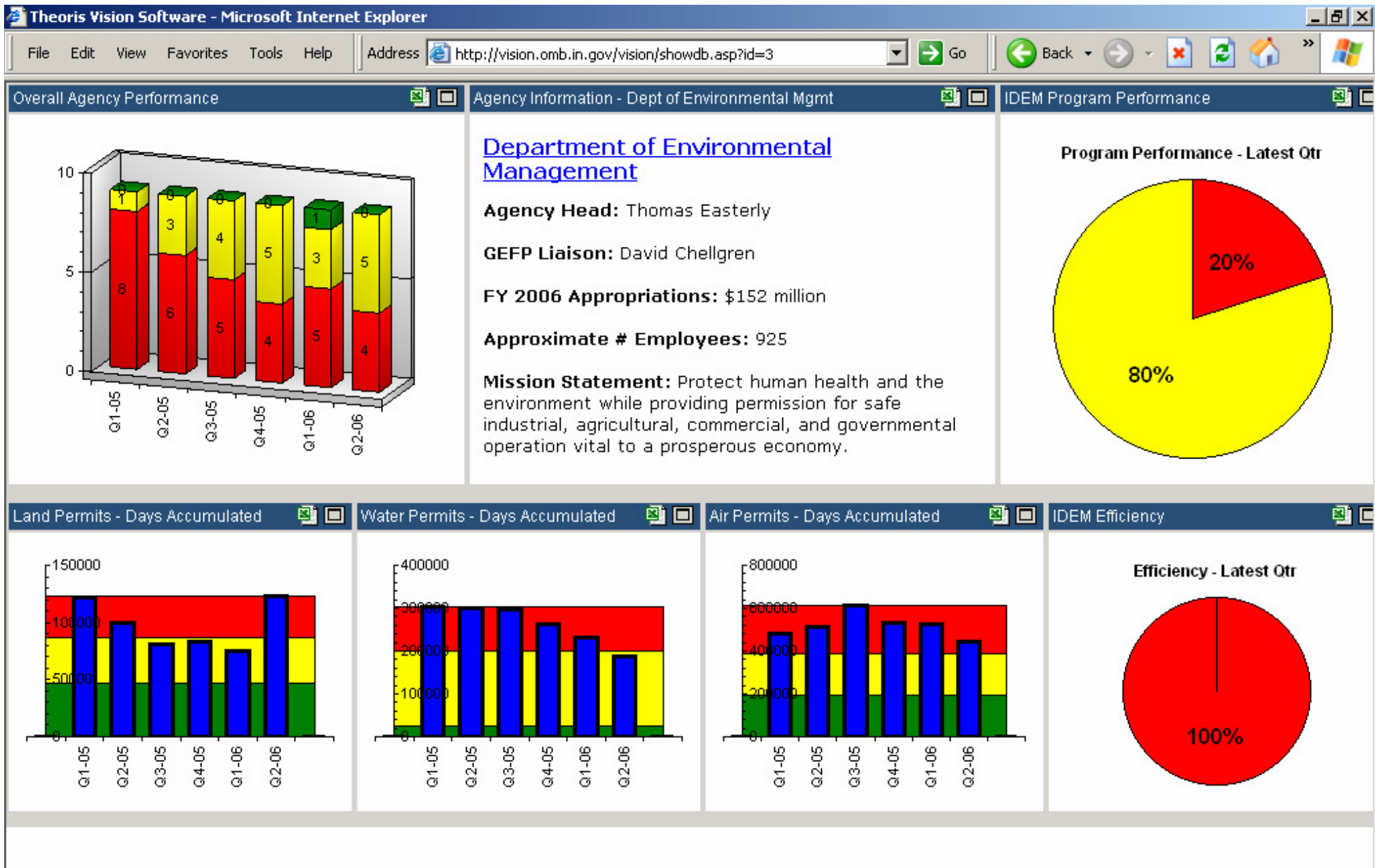
Criminal Justice Institute



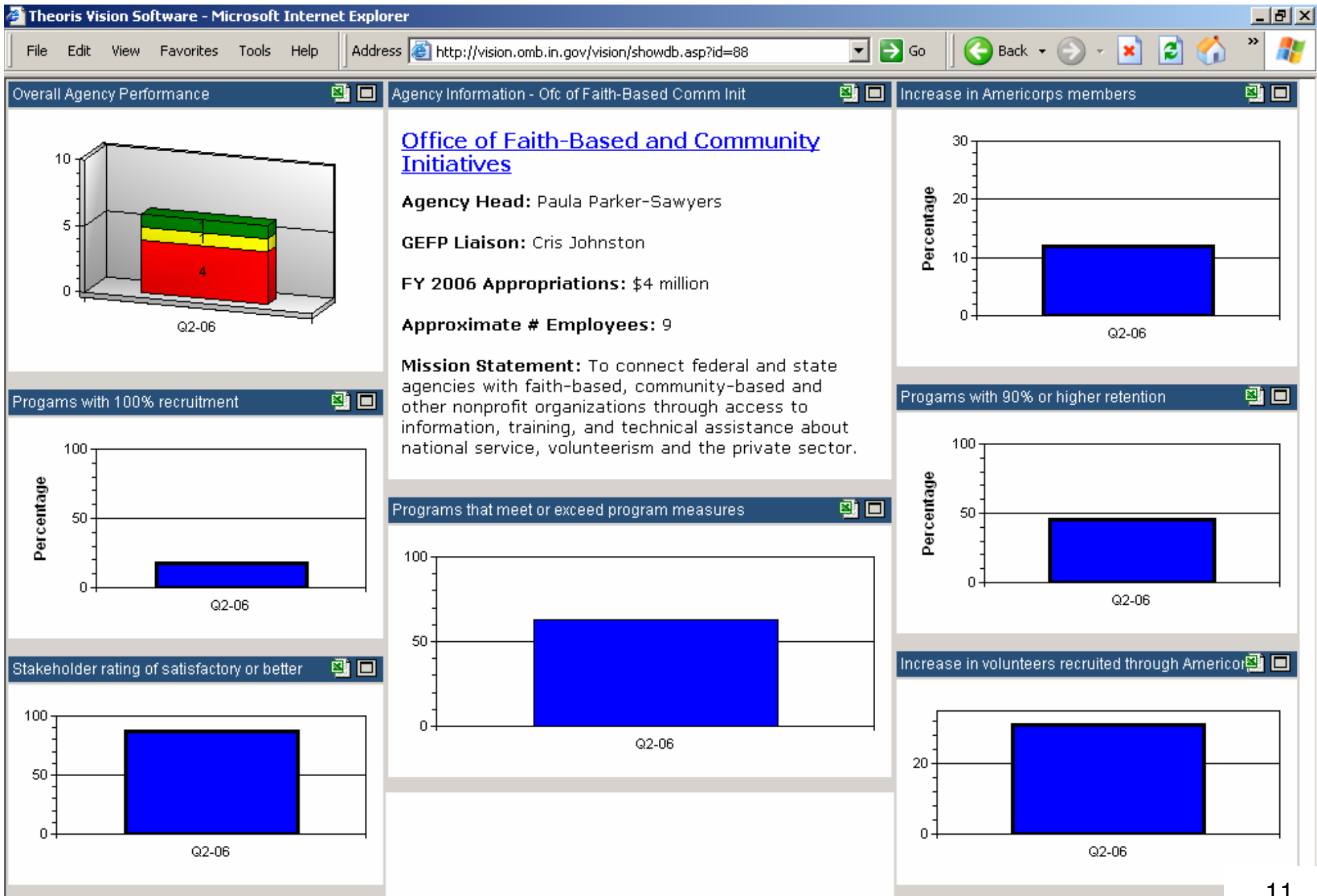
Economic Development Corporation



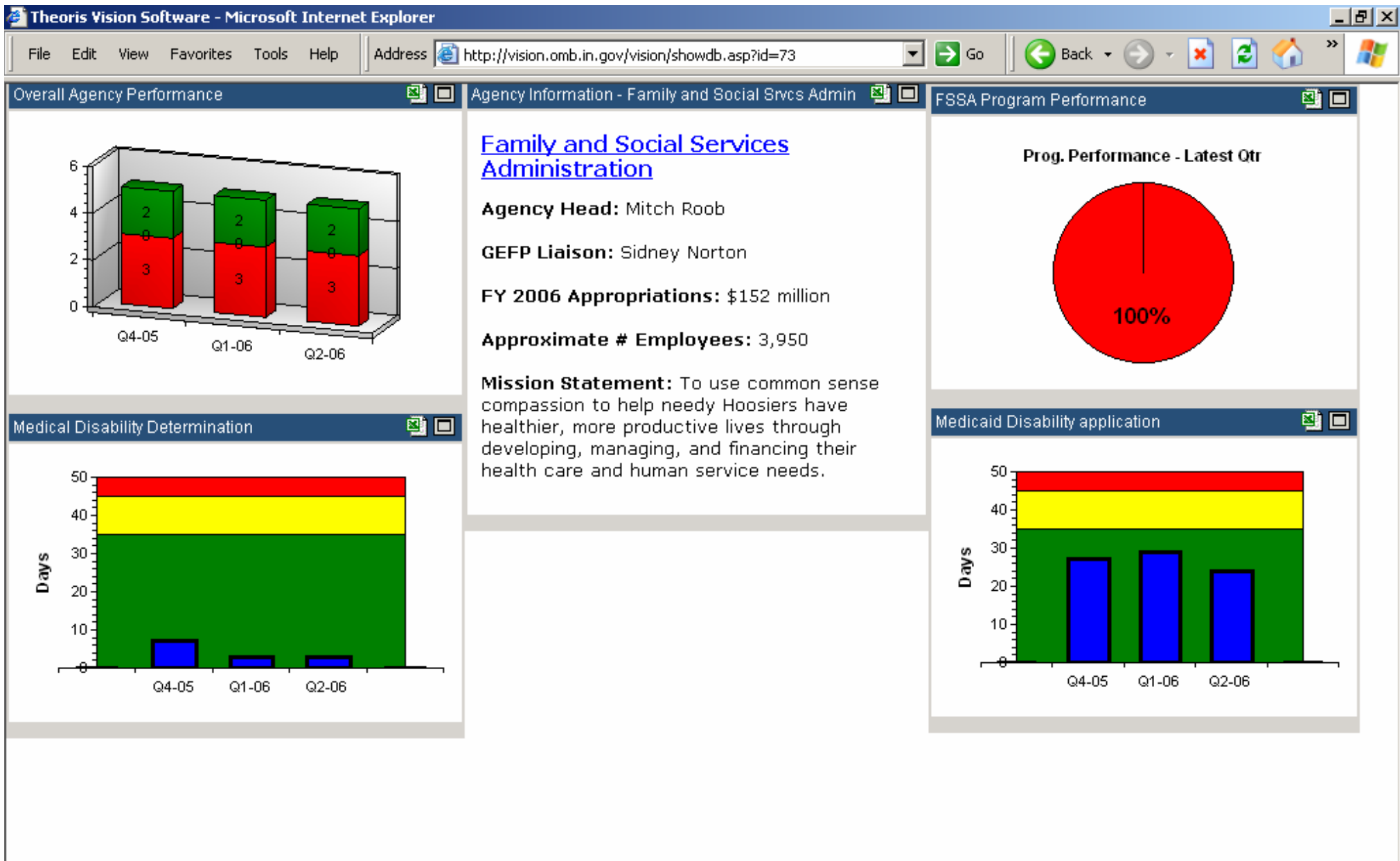
Department of Environmental Management



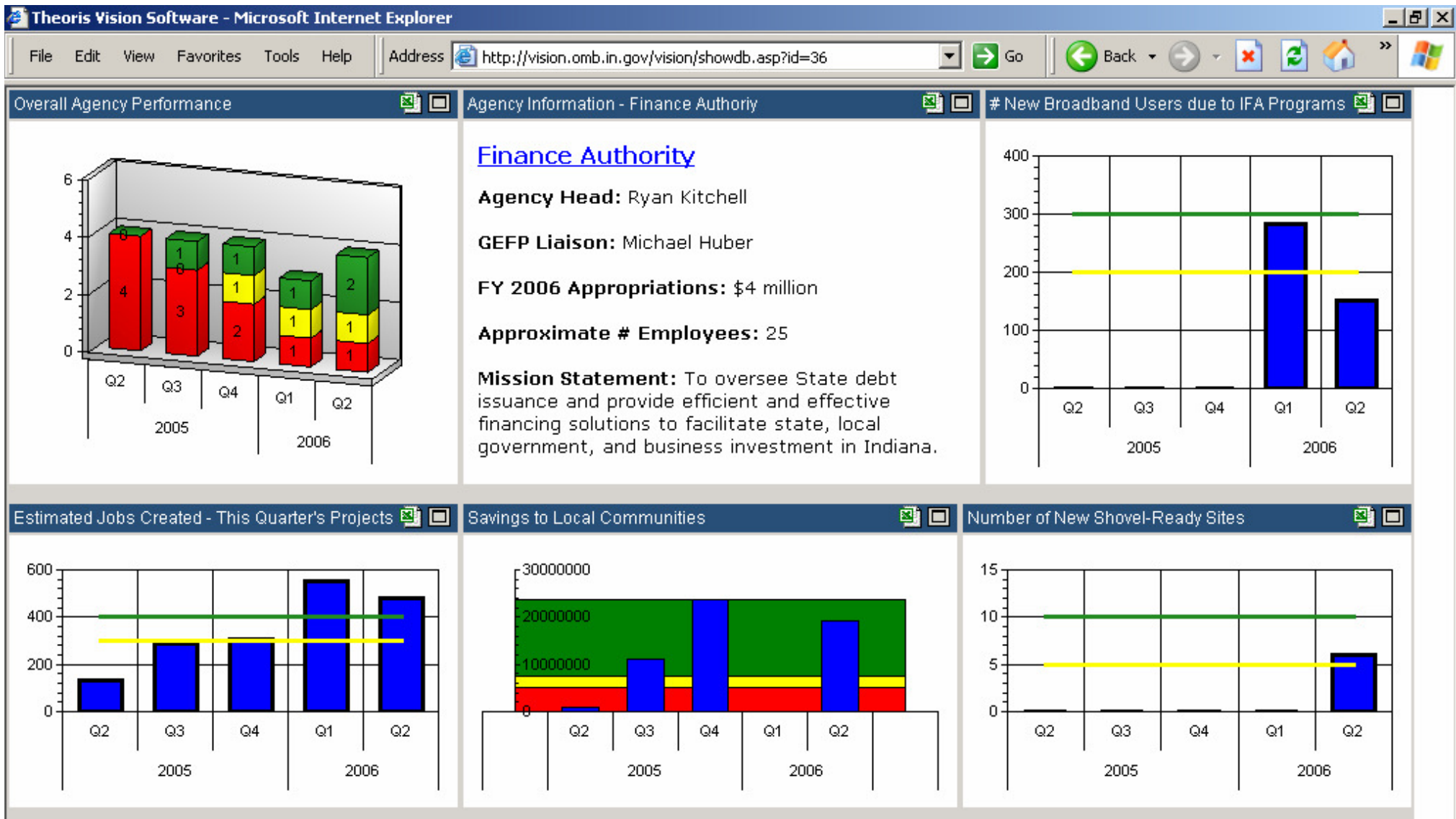
Office of Faith-Based and Community Initiatives



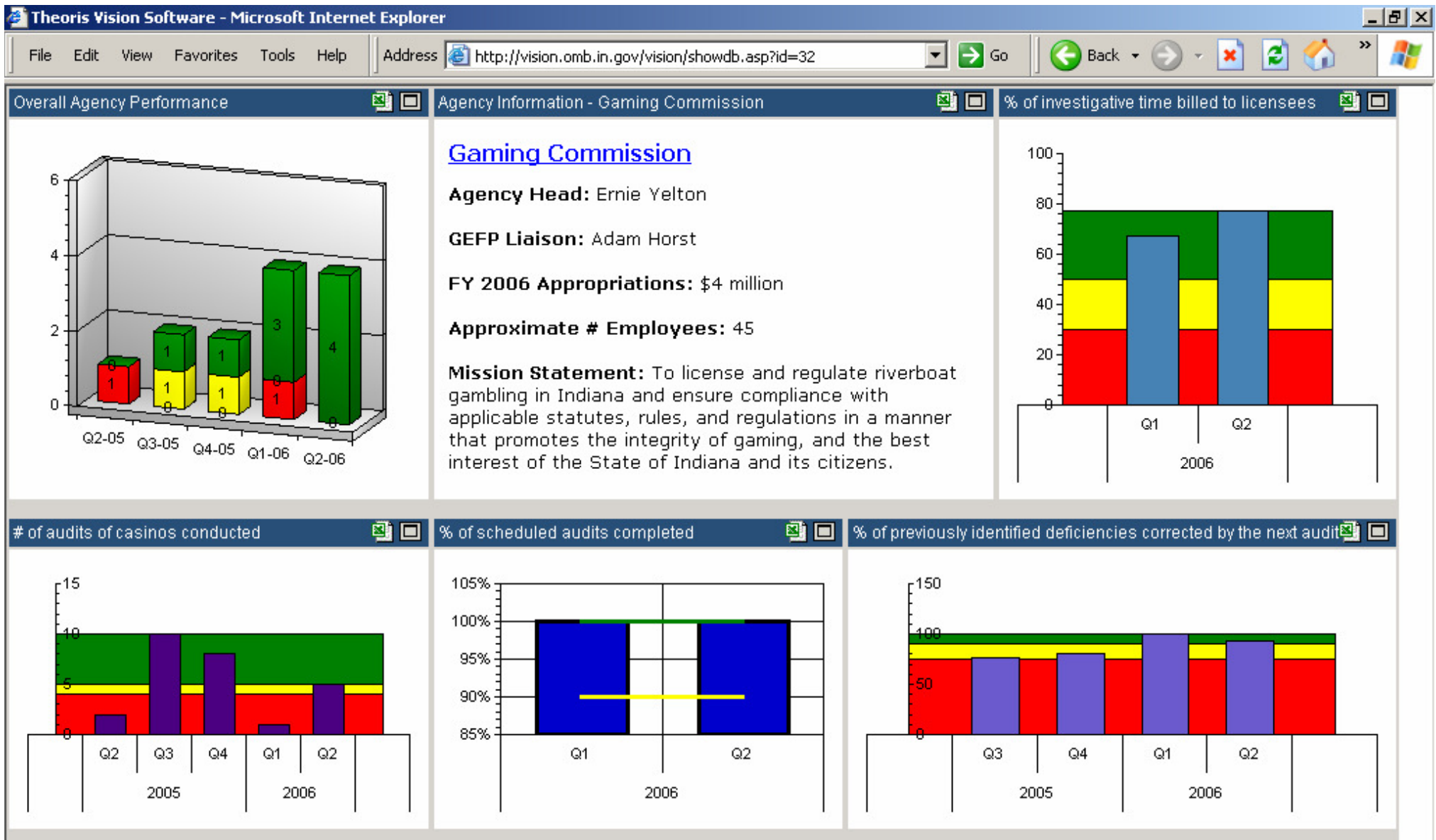
Family and Social Services Administration



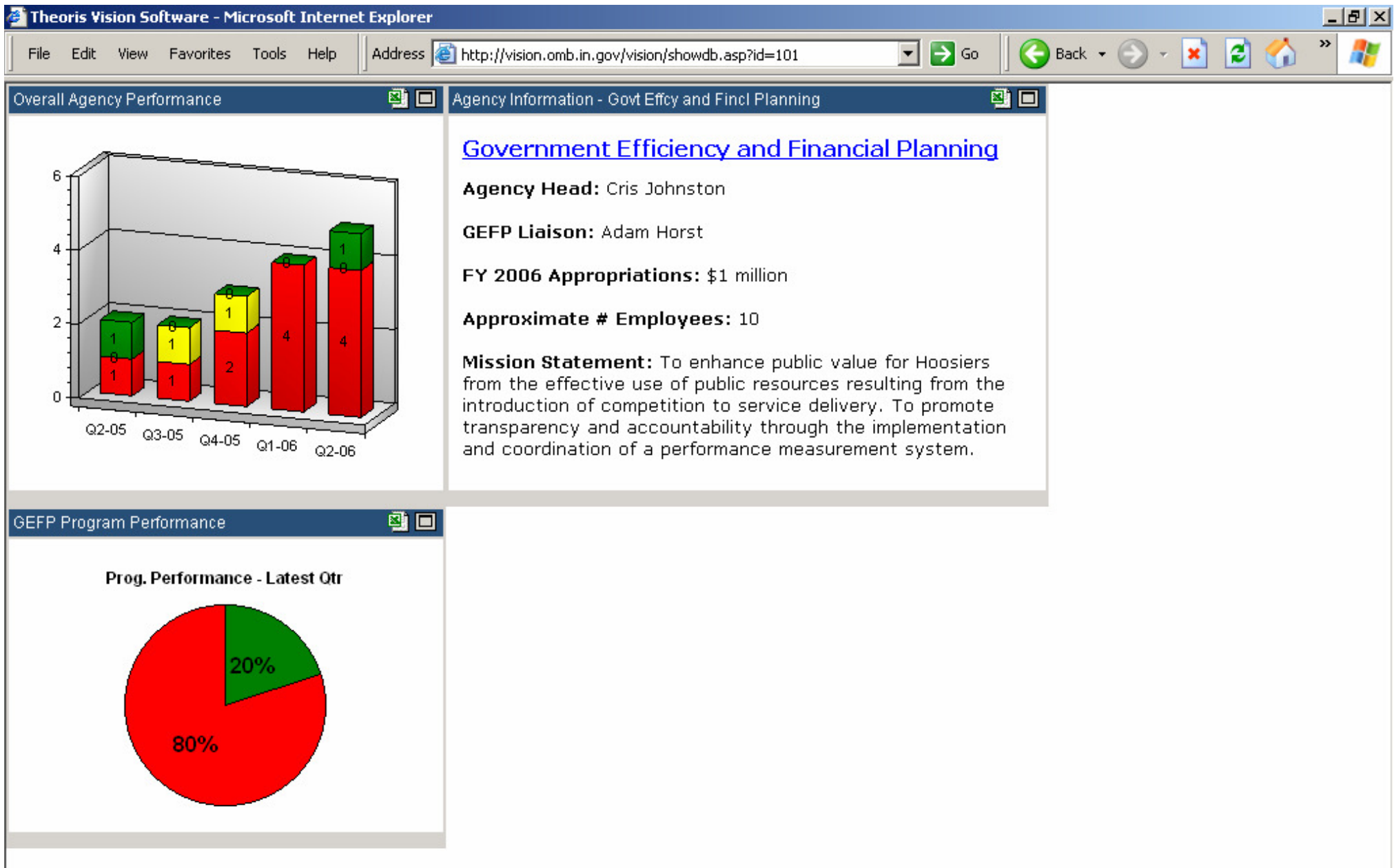
Finance Authority



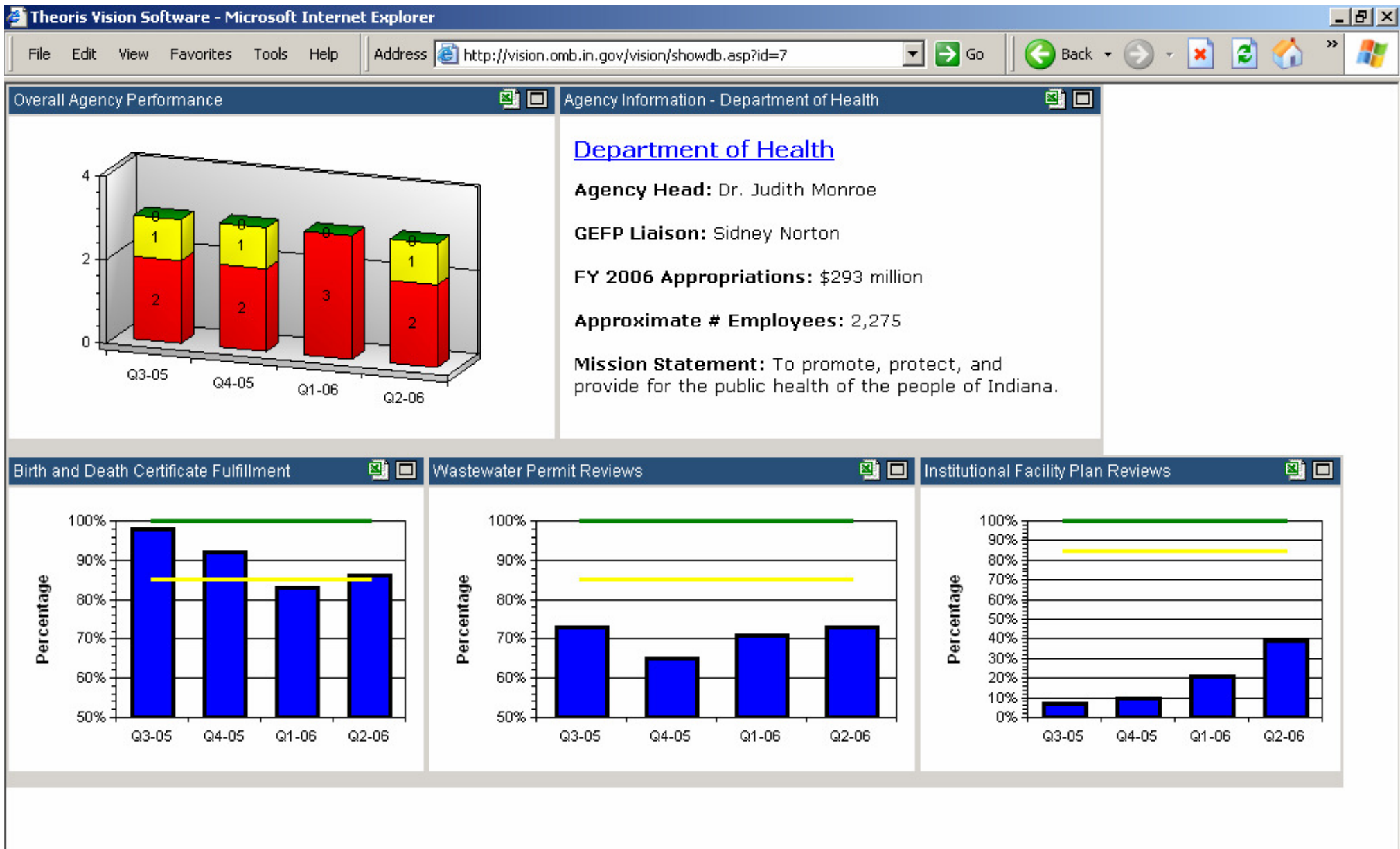
Gaming Commission



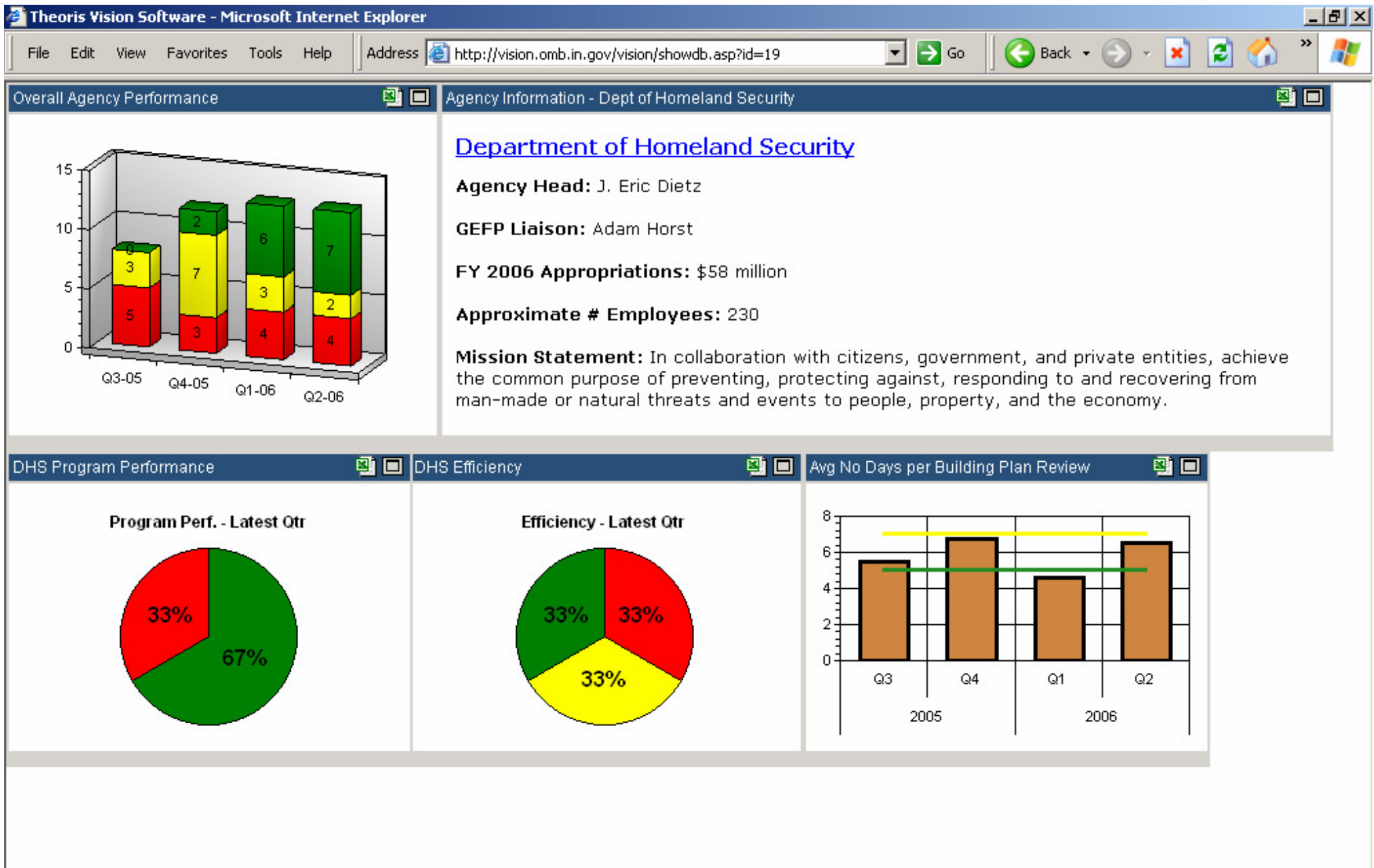
Government Efficiency and Financial Planning



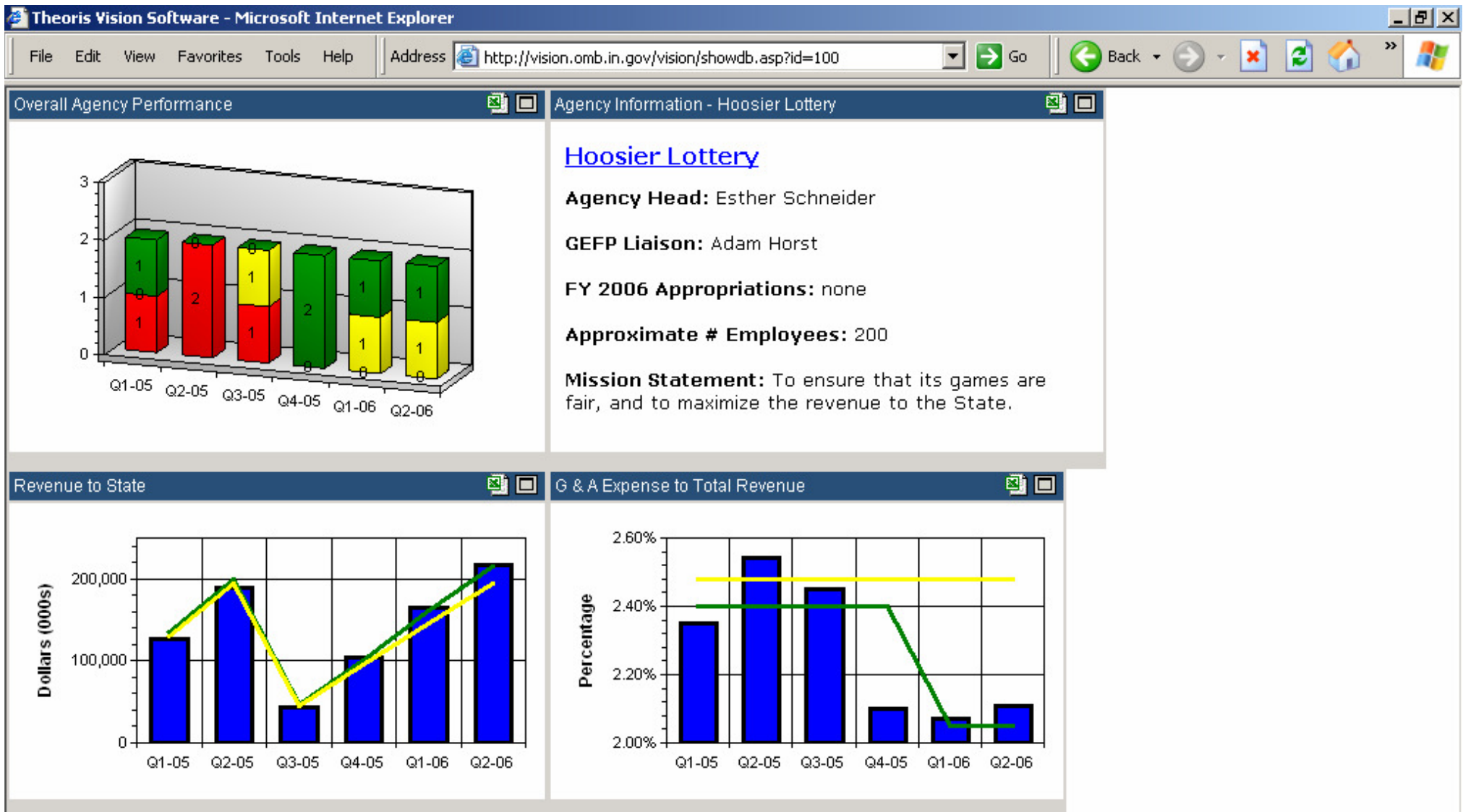
Department of Health



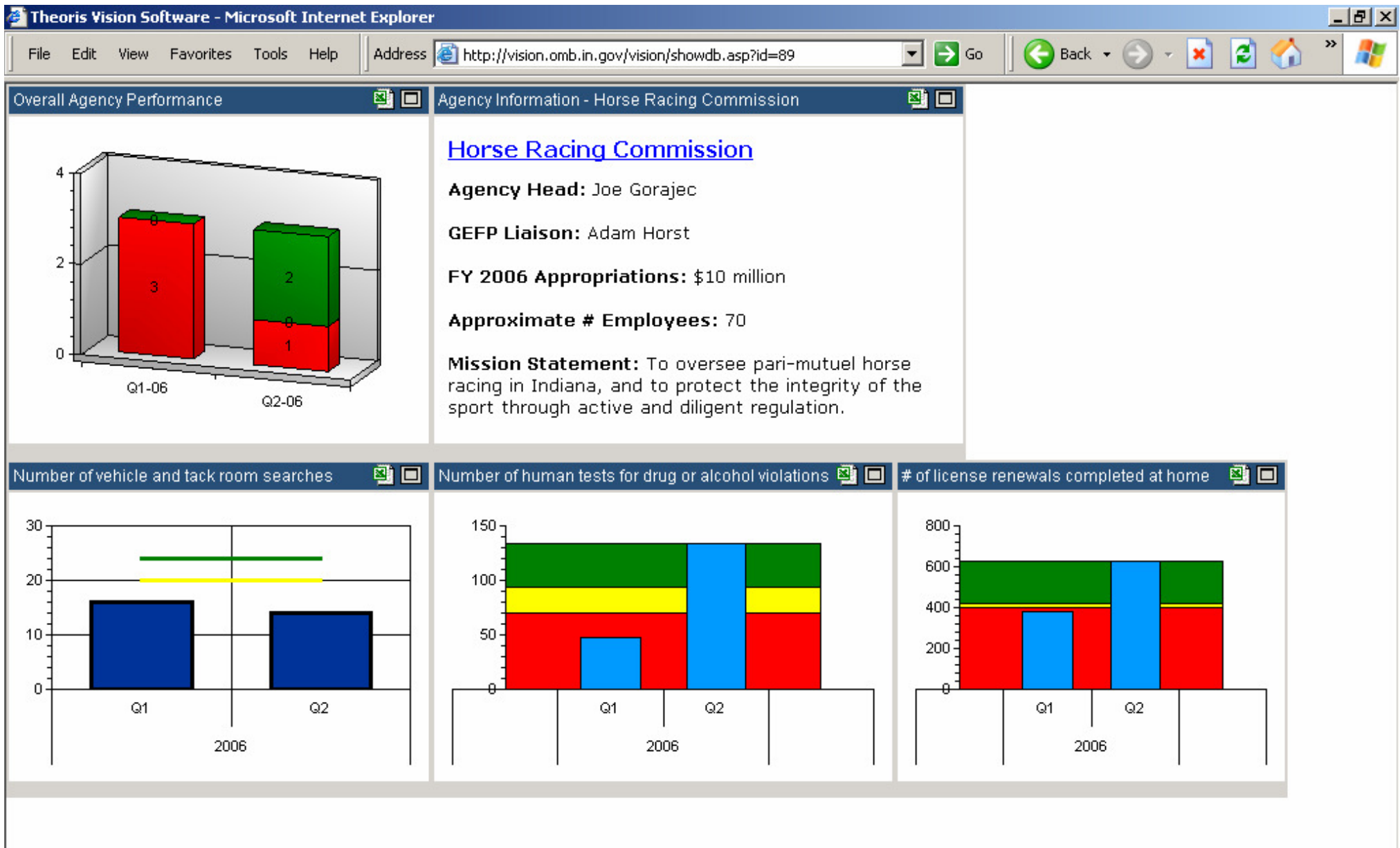
Department of Homeland Security



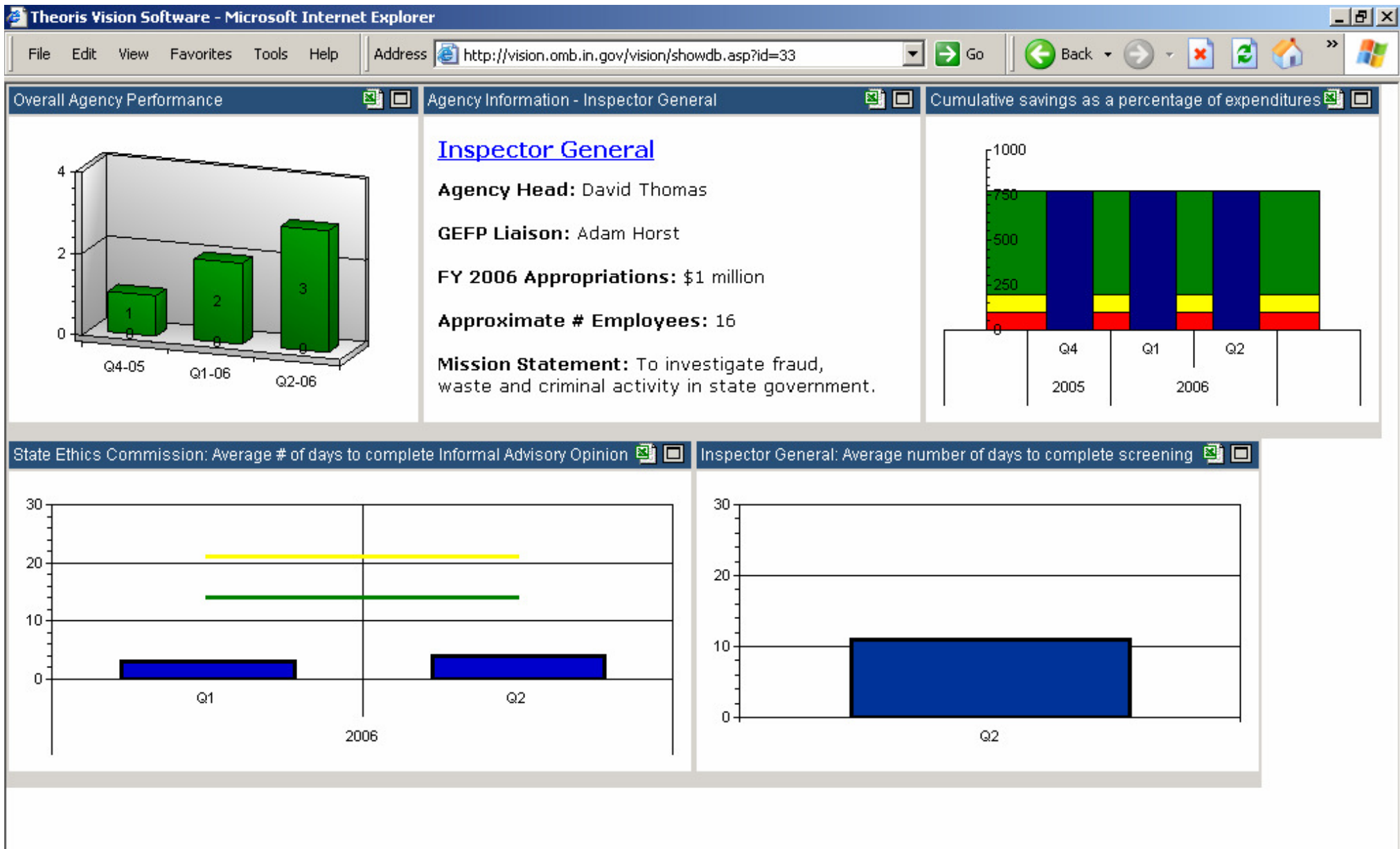
Hoosier Lottery



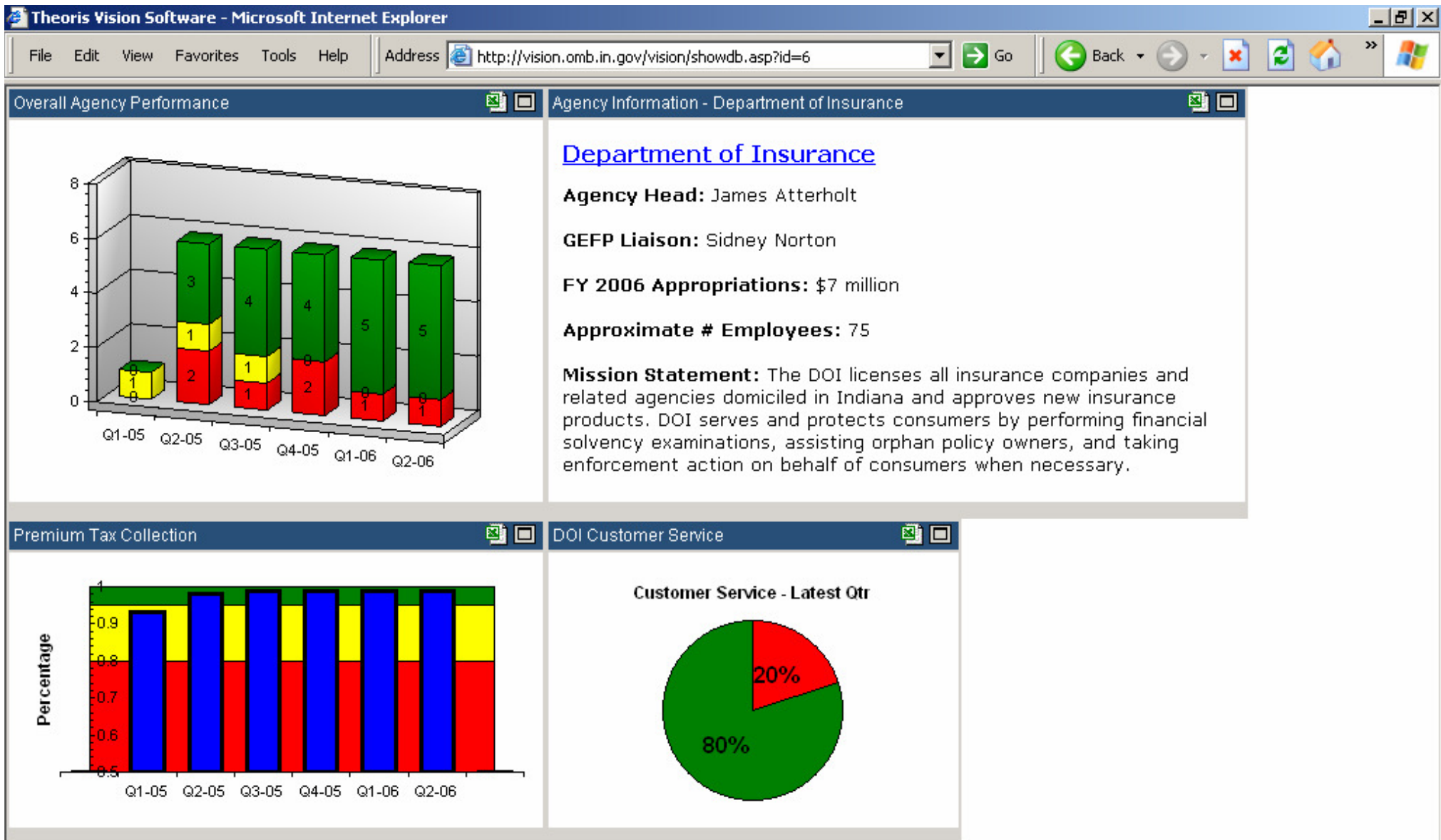
Horse Racing Commission



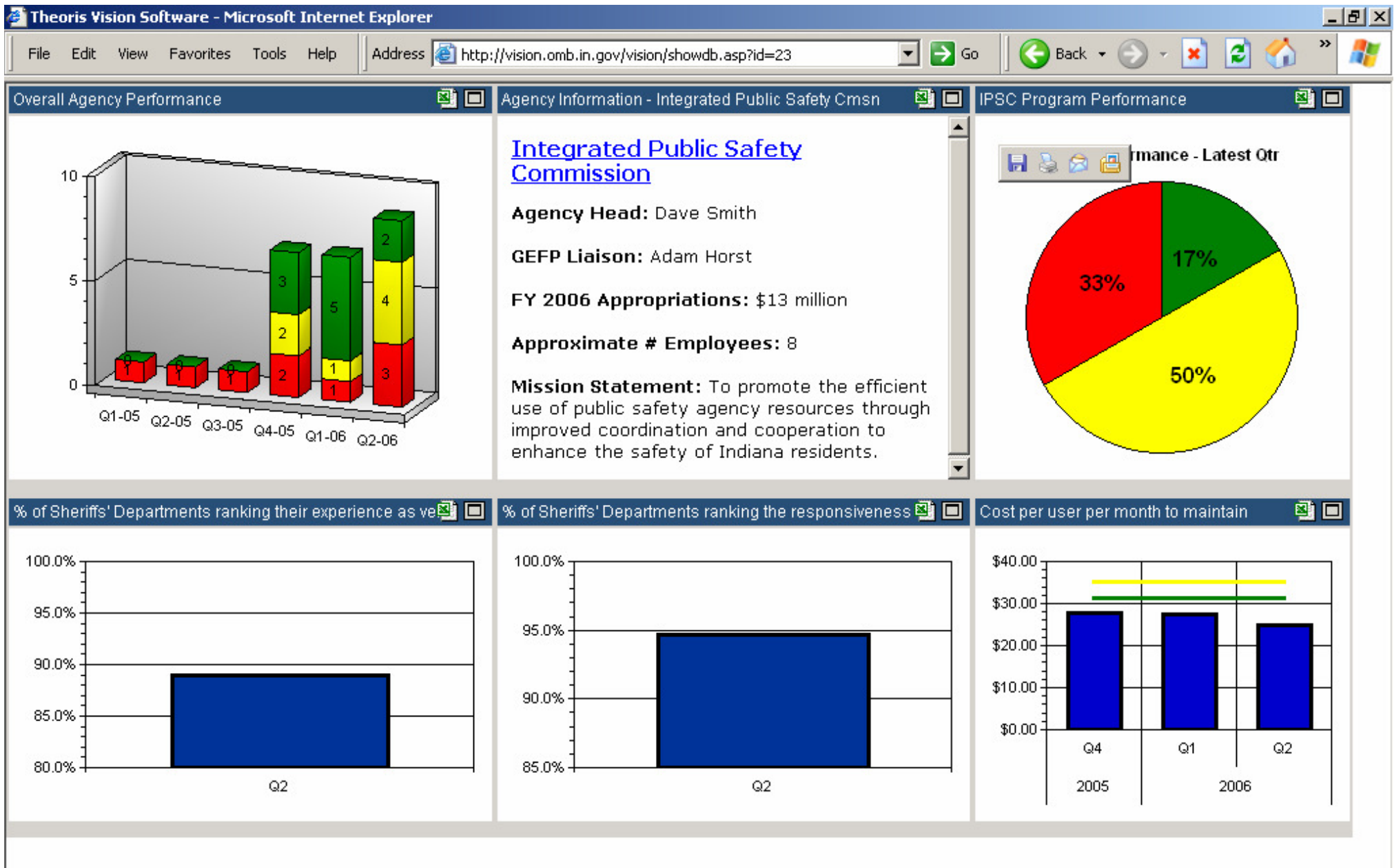
Inspector General



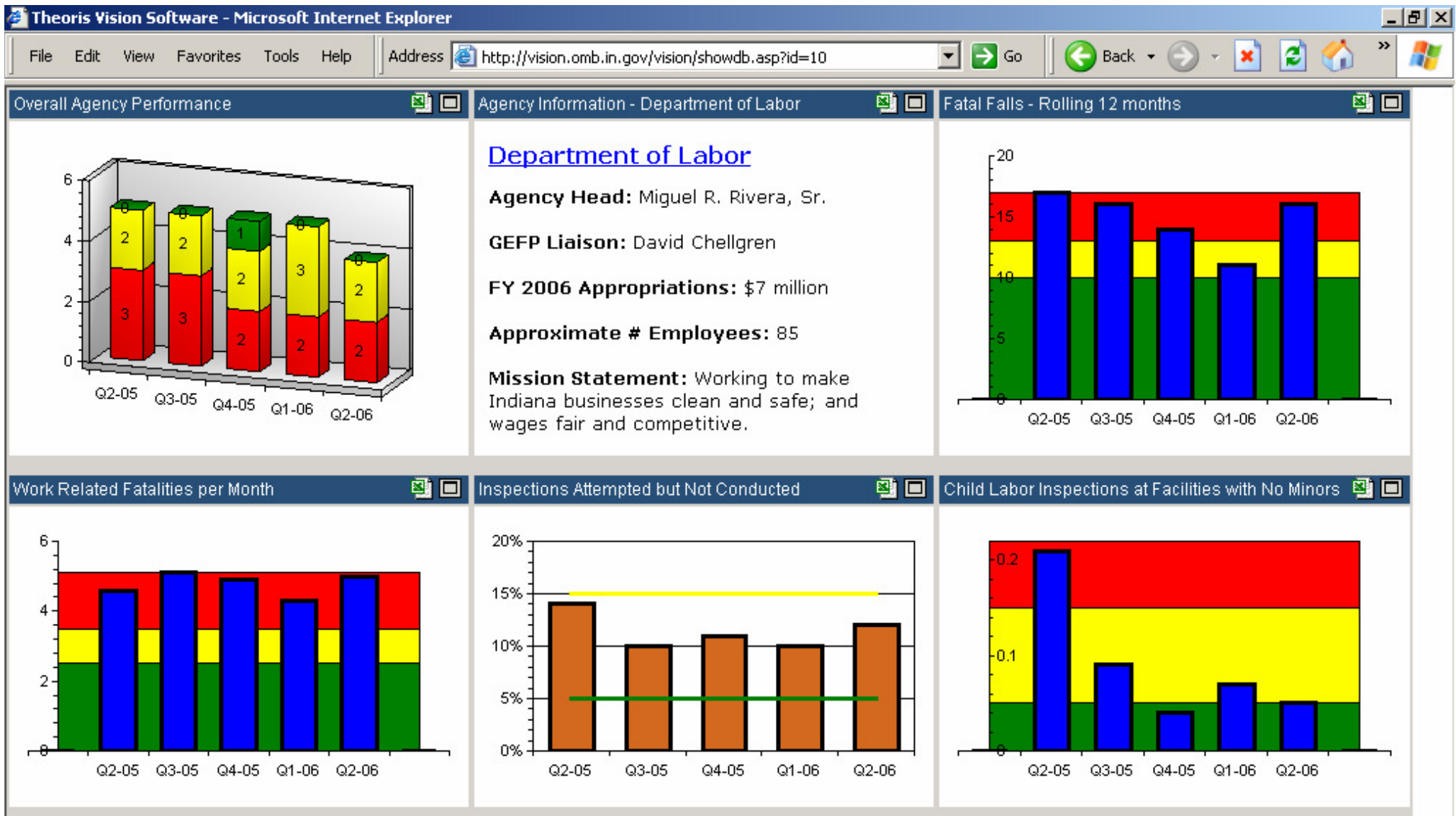
Department of Insurance



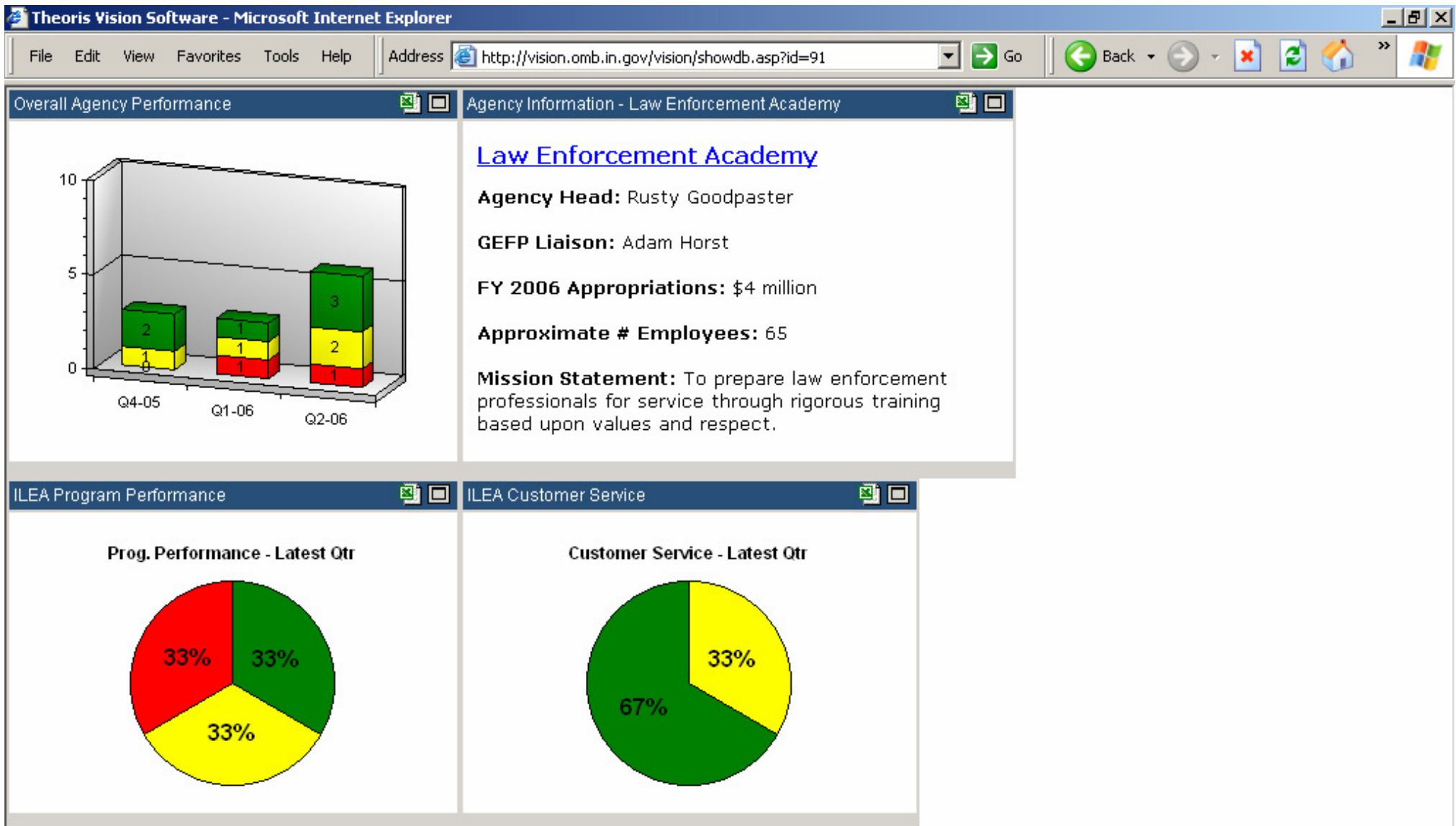
Integrated Public Safety Commission



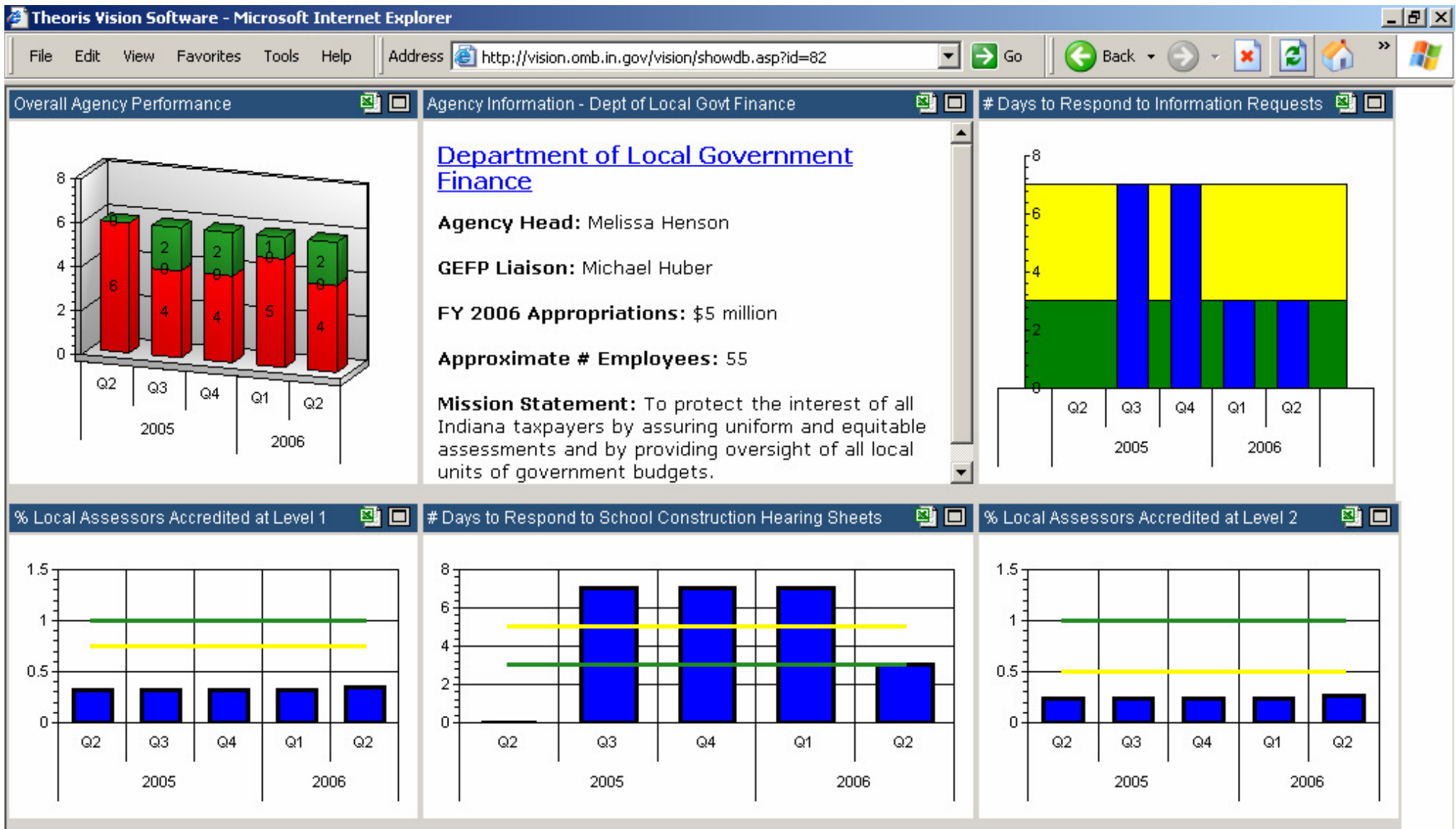
Department of Labor



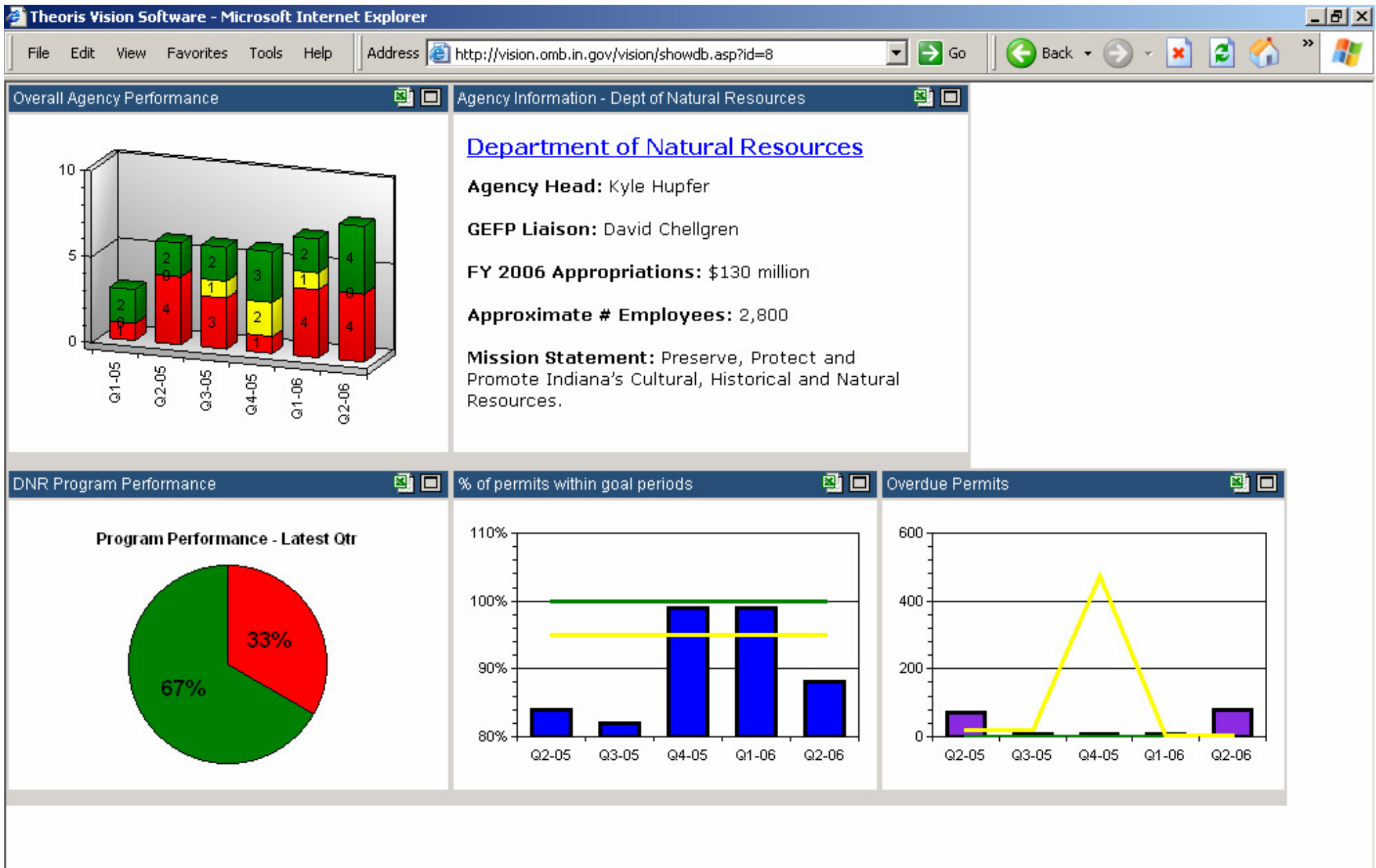
Law Enforcement Academy



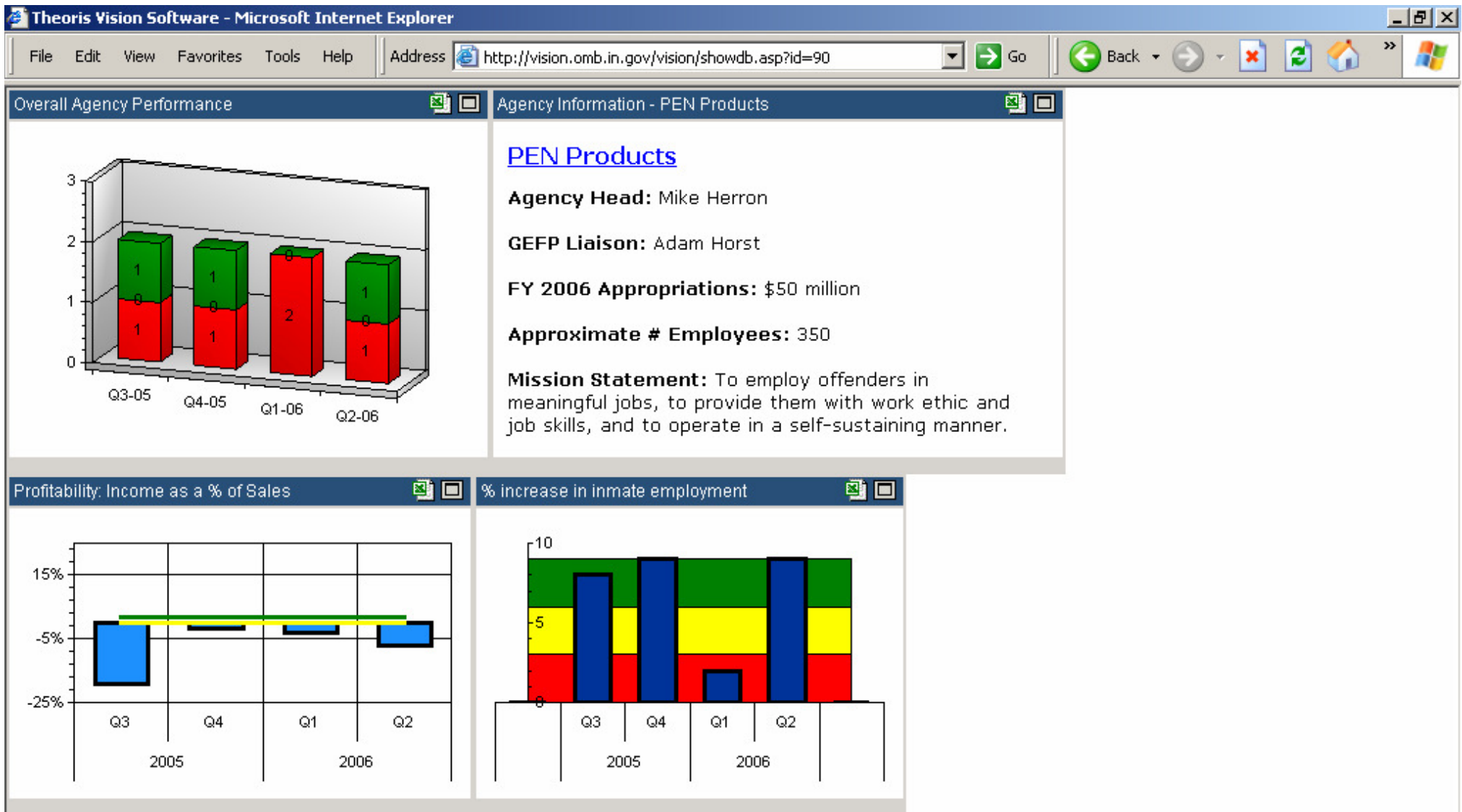
Department of Local Government Finance



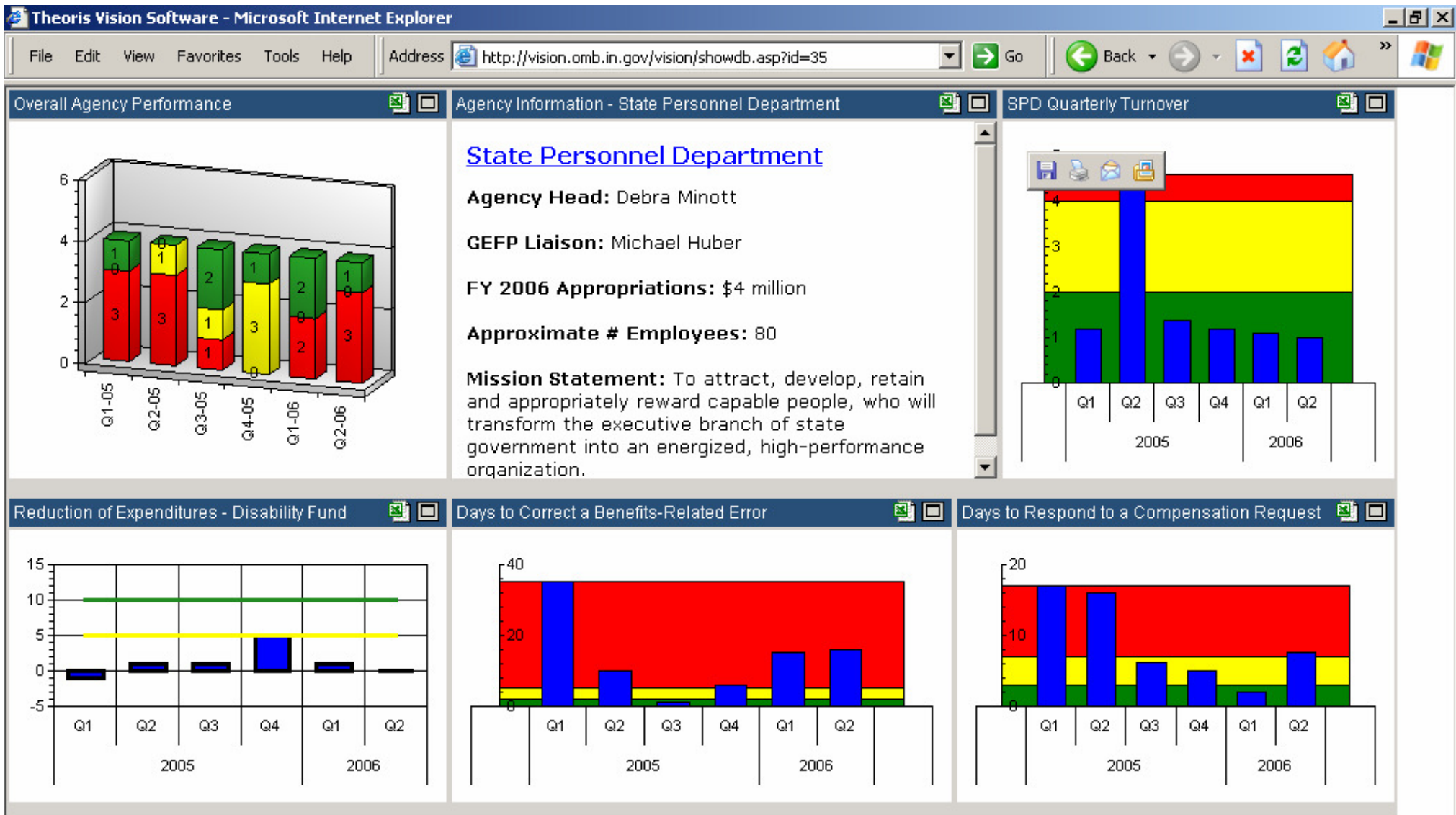
Department of Natural Resources



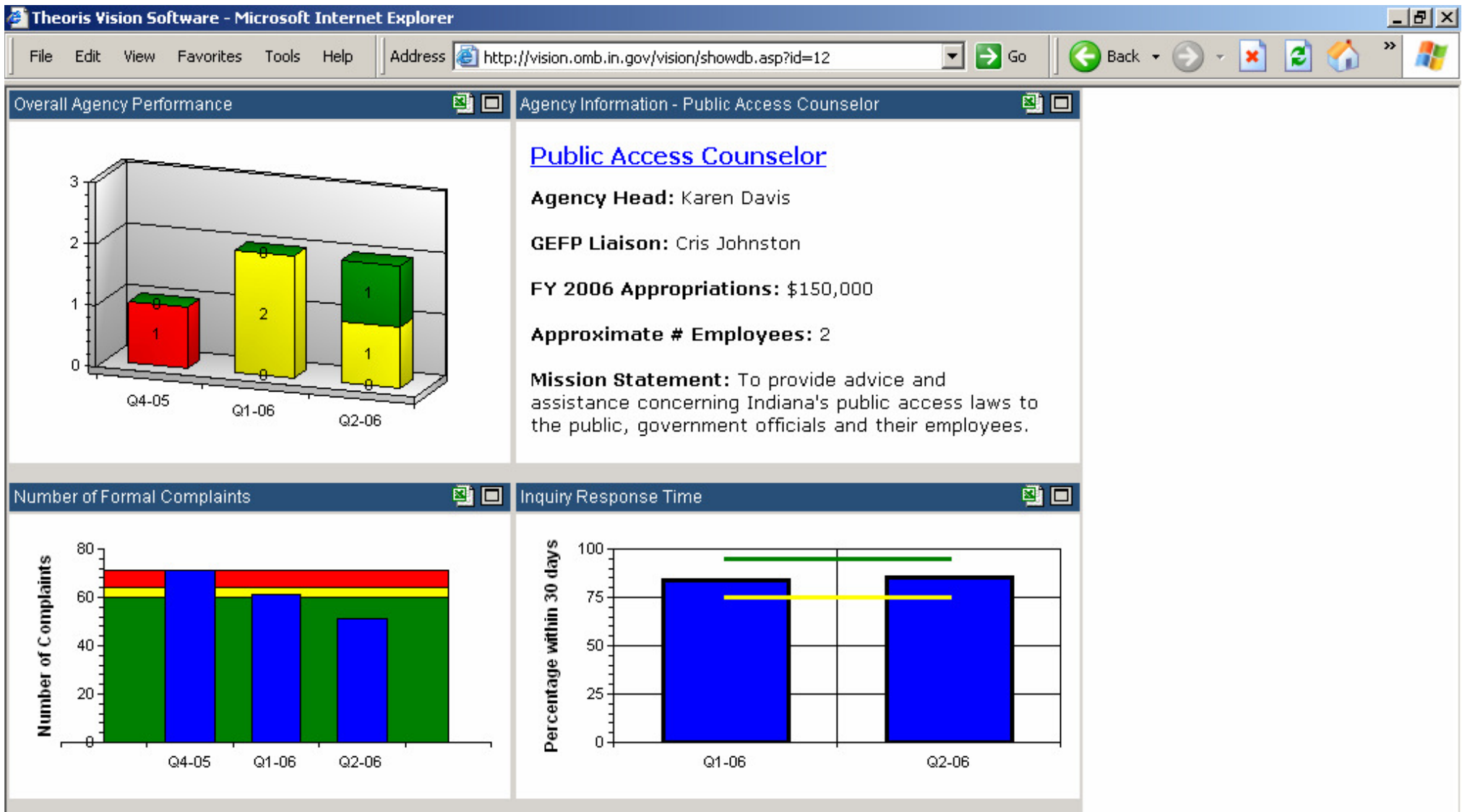
PEN Products



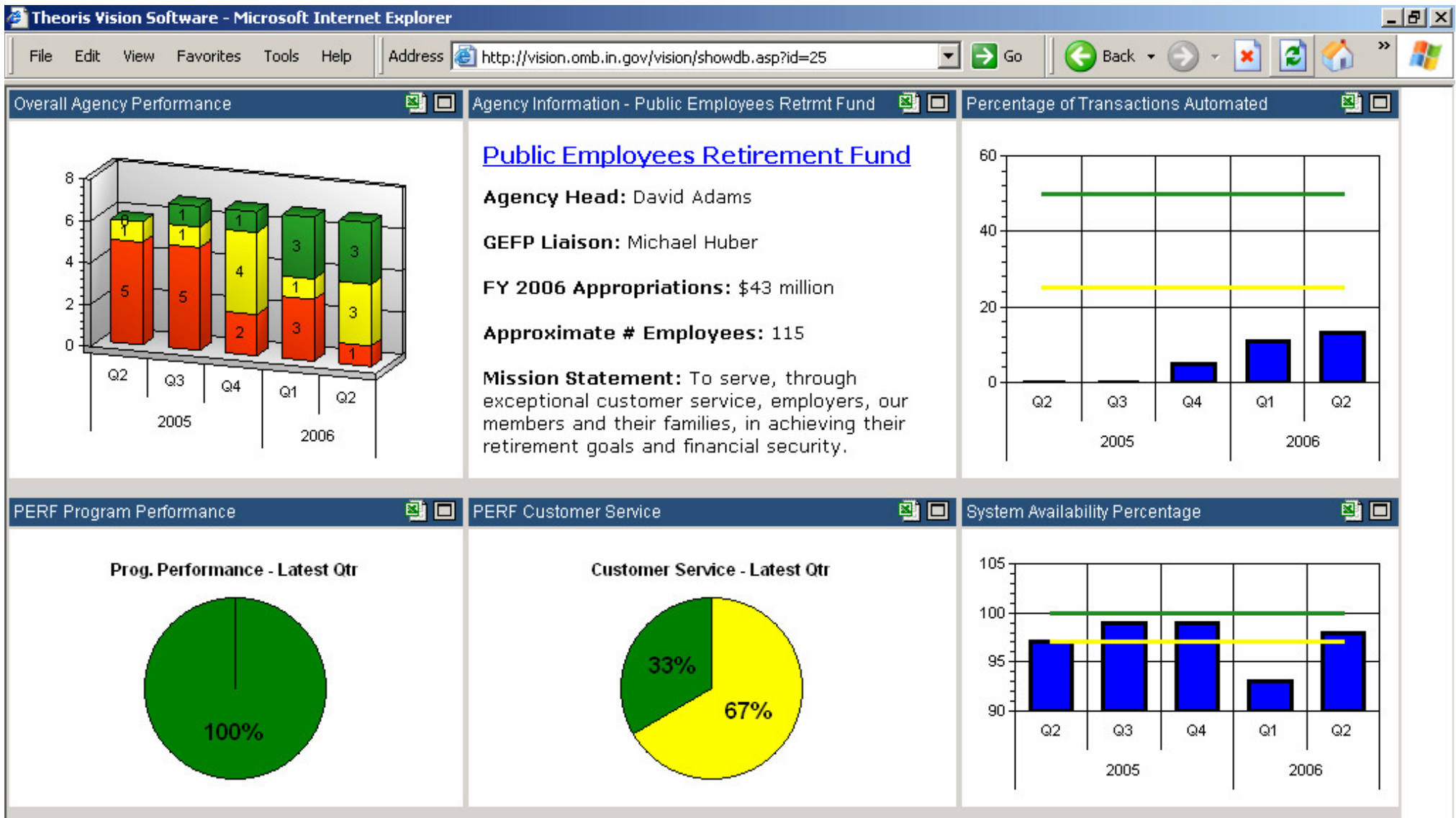
State Personnel Department



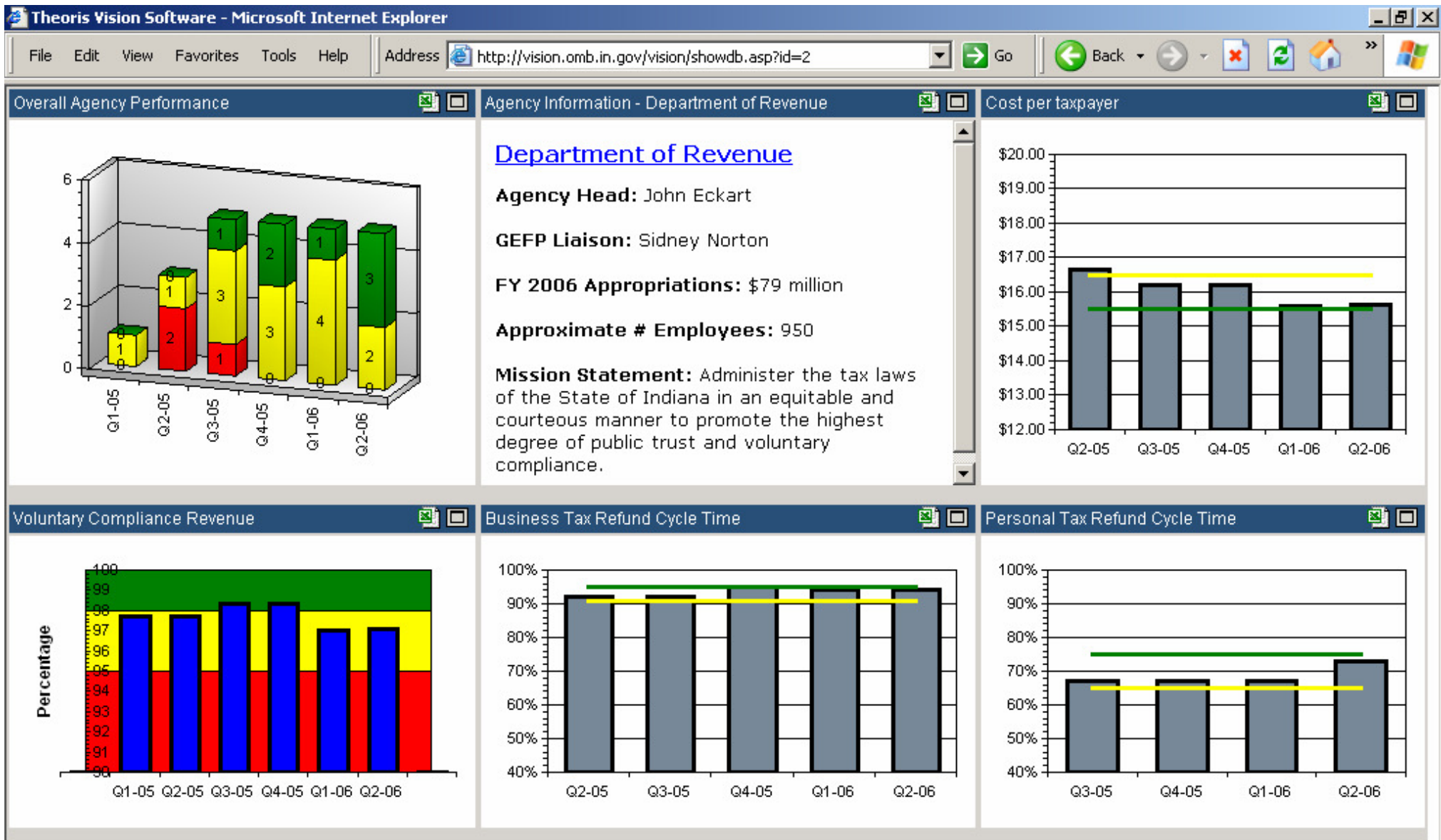
Public Access Counselor



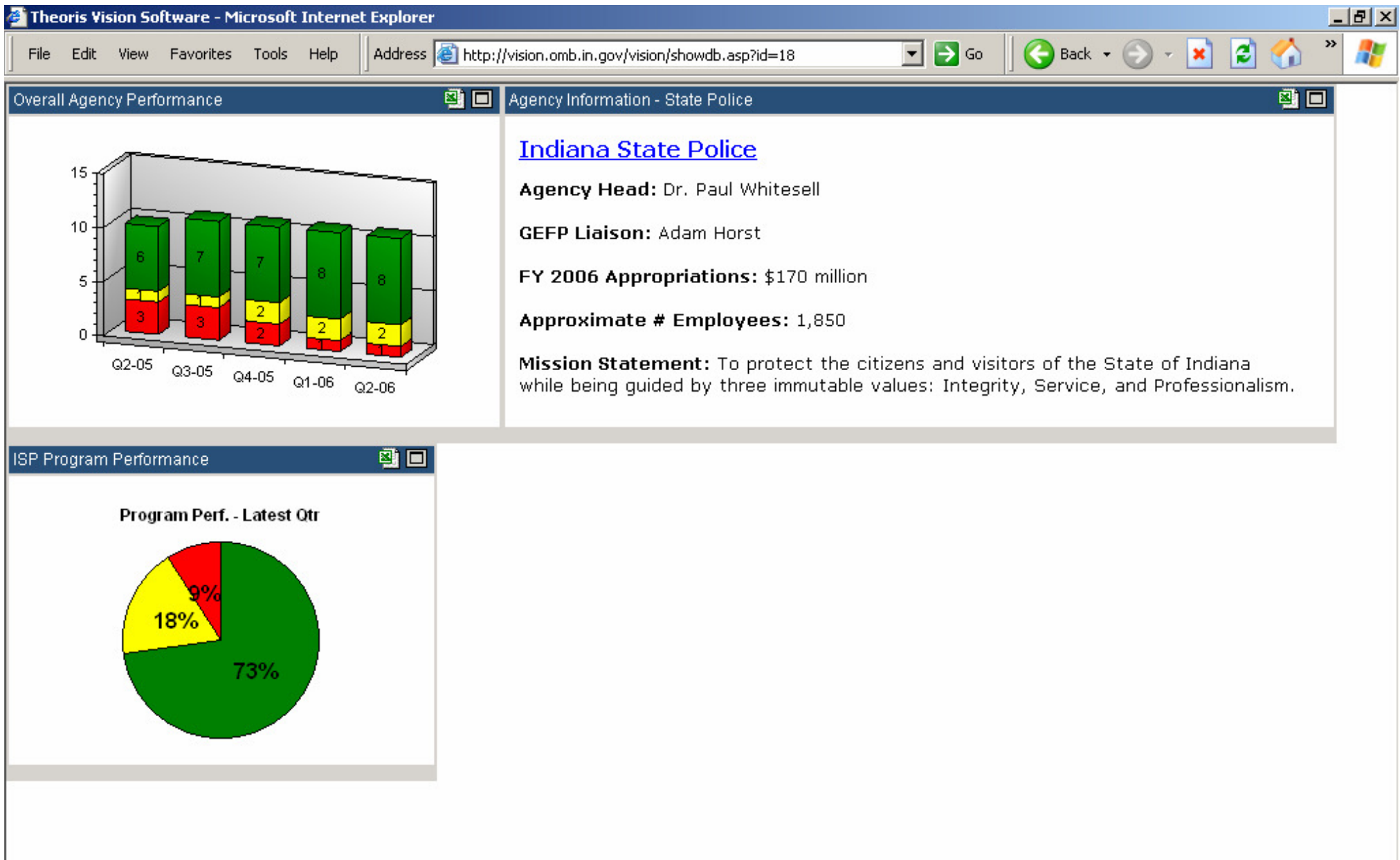
Public Employees Retirement Fund



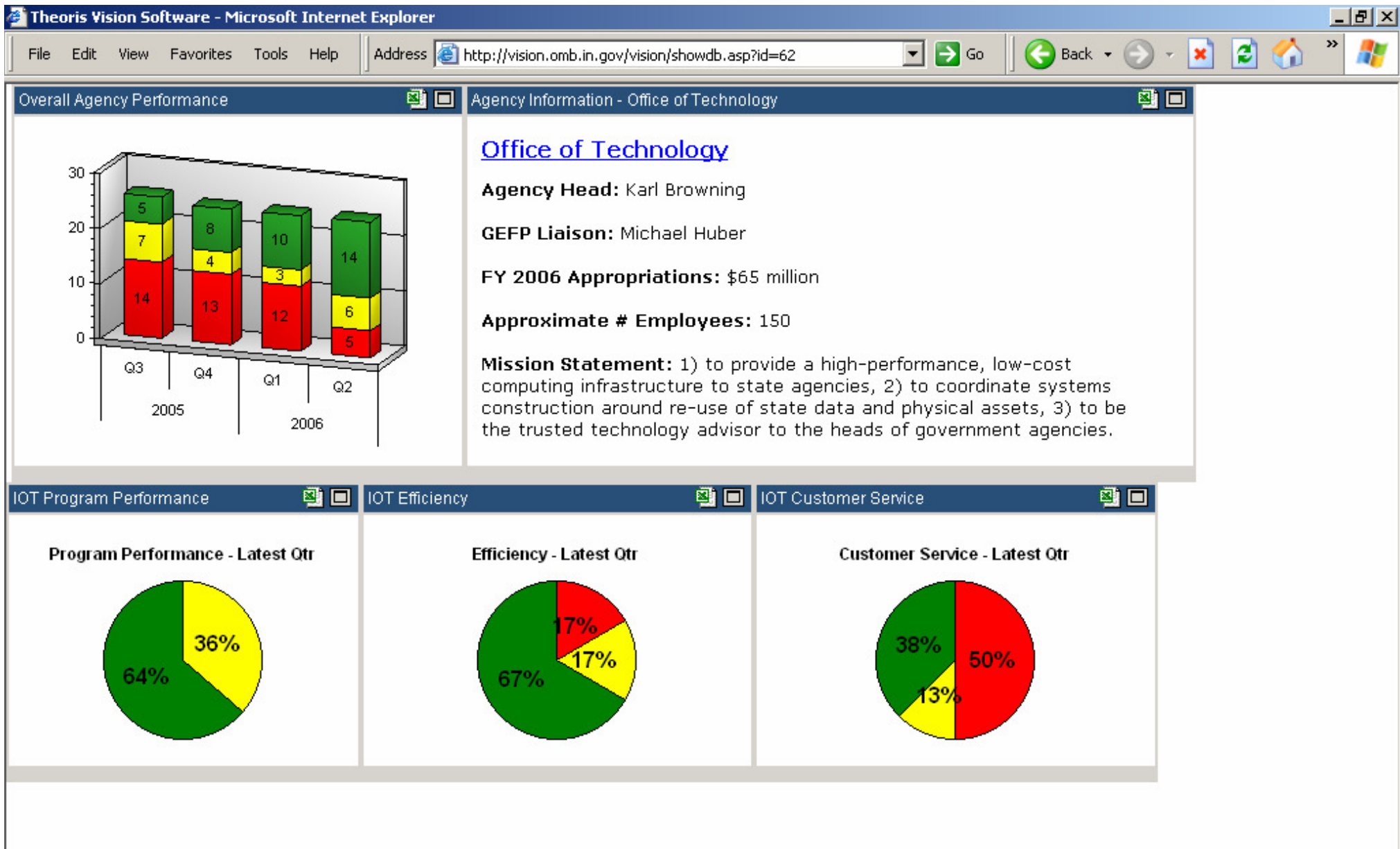
Department of Revenue



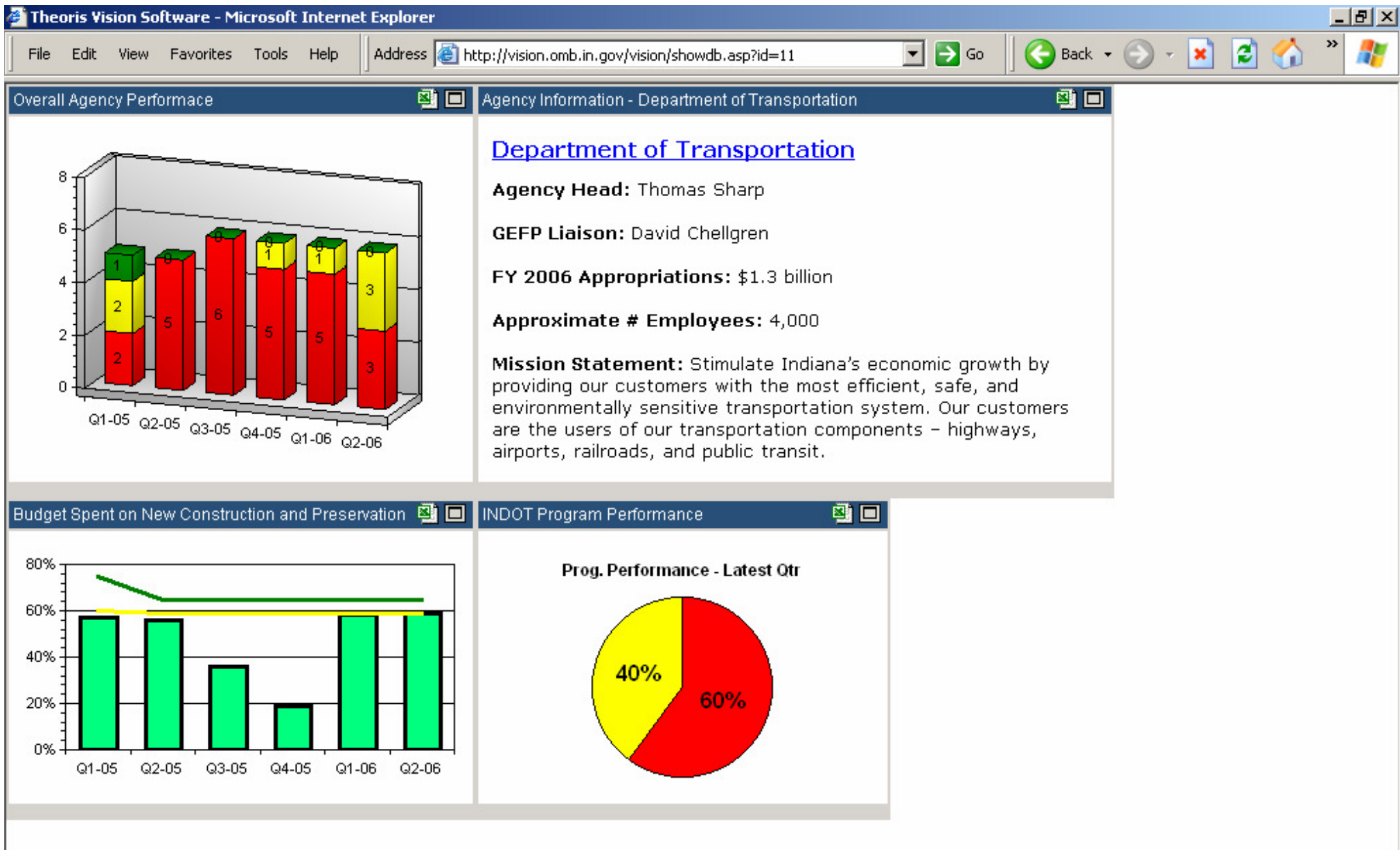
Indiana State Police



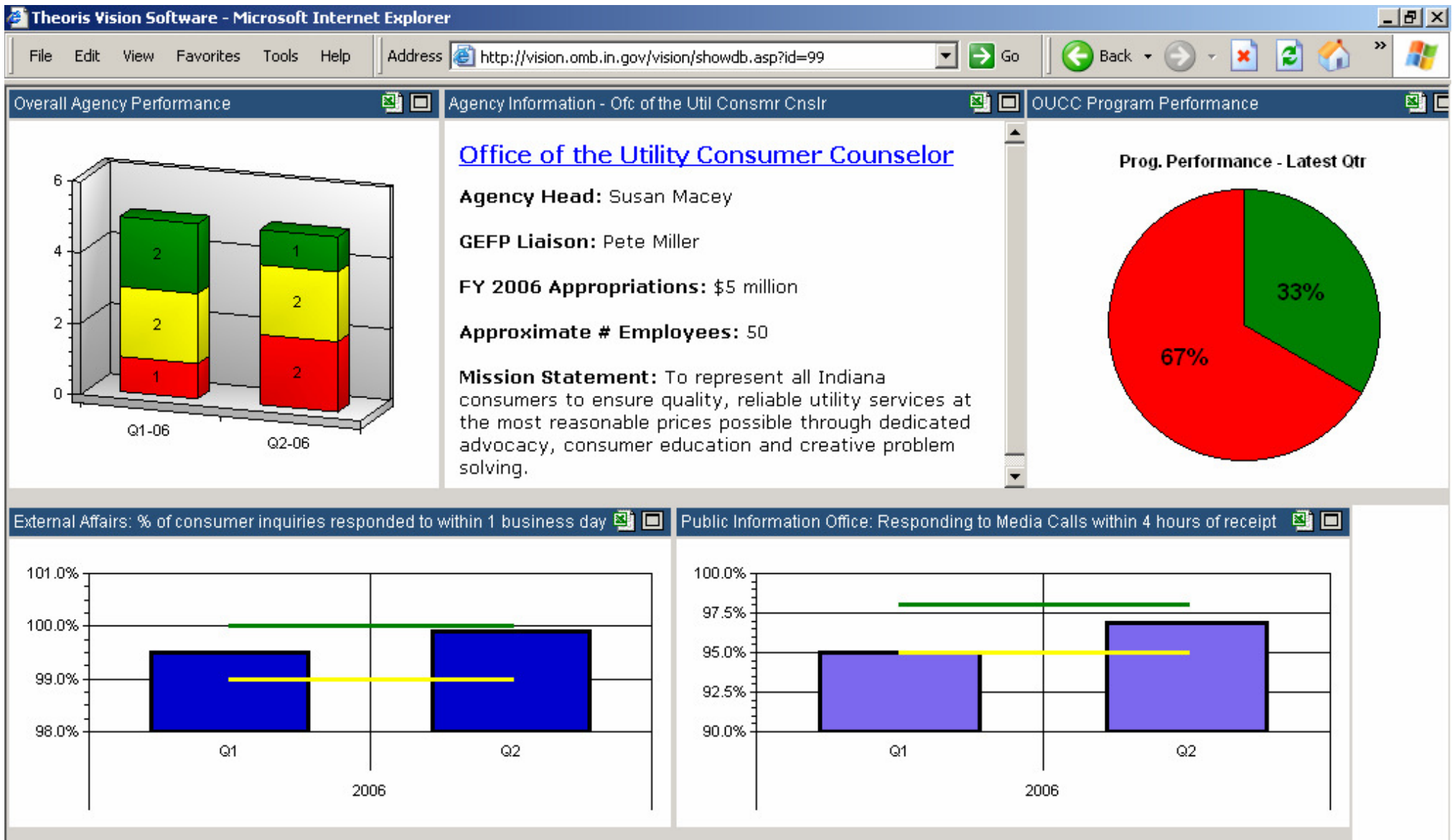
Office of Technology



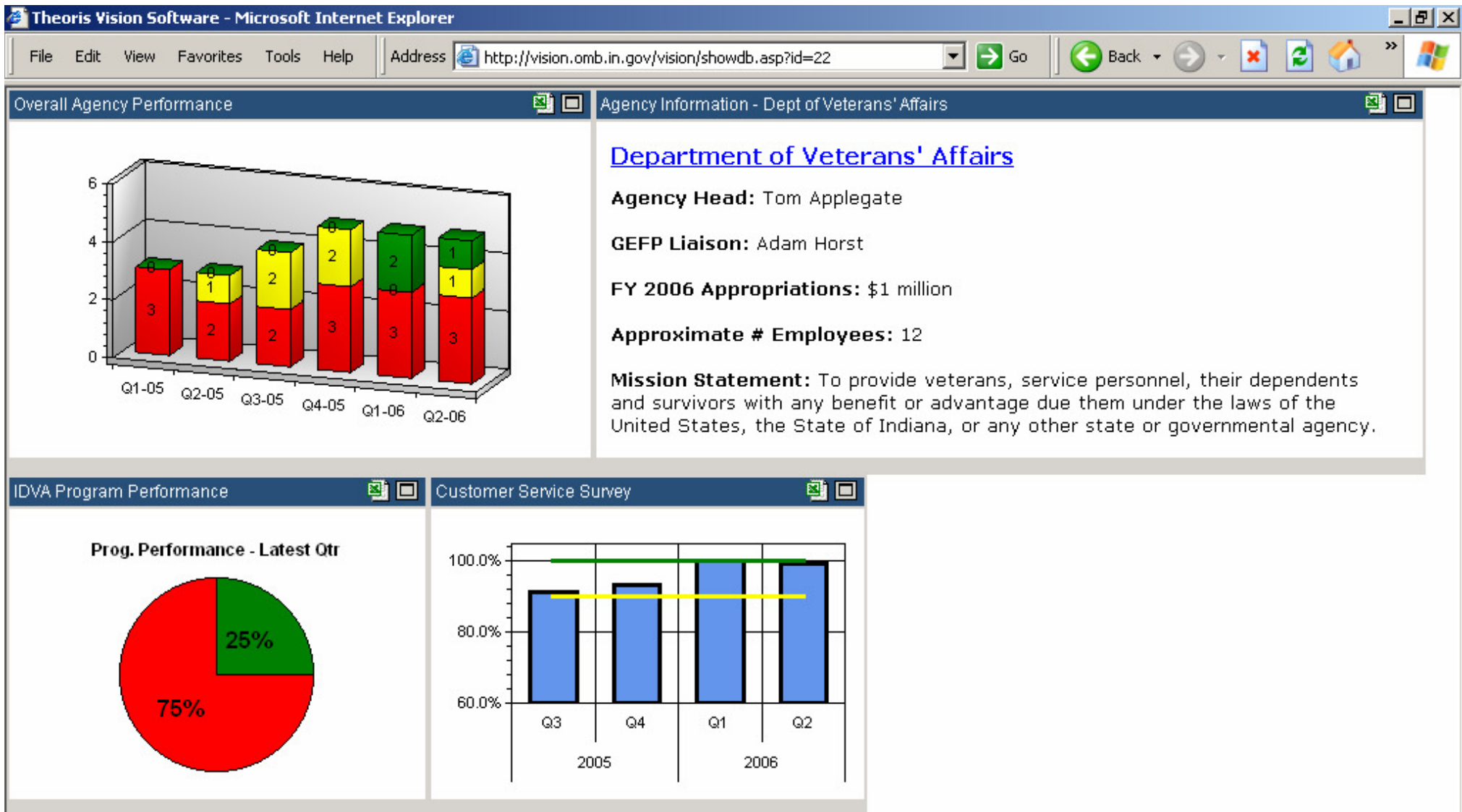
Department of Transportation



Office of the Utility Consumer Counselor



Department of Veterans' Affairs



Department of Workforce Development

